Prince BIMENYIMANA

IT Intern

Transforming IT challenges into seamless solutions, driven by hands on expertise, powered by innovation, and committed to advancing digital systems with precision and efficiency. With a proven ability to manage IT systems, monitor networks, and deliver exceptional user support, I thrive in dynamic environments where learning and collaboration drive progress and secure the future.

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📞 +250 780 189 473

SKILLS

TECHNICAL SKILLS

- IT Support & Troubleshooting
- Network Monitoring & Management
- Service Desk Operations
- SQL Server & Database Management
- Microsoft & Google Workspace Suites

CORE COMPETENCIES

- Problem Solving
- Communication & Team Collaboration
- Cultural Adaptability
- Client Relations
- Initiative & Proactivity

LANGUAGES

English
●●●●●●●●●

French
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REFERENCES

KAMANA Janvier
Head of Branch NYABUGOGO , COGEBANQUE
+250788303480

BIMENYIMANA Alexandre
Head of IT Operations, WASAC
+25078840839

PROFESSIONAL EXPERIENCE

IT Support Specialist

From February 2021 to May 2022 AFRICLOUDS LTD Rwanda, Kigali

- Managed customer support with 95% resolution rate, enhancing satisfaction and efficiency.
- Implemented digital tools for workflow, improving process efficiency and customer support.
- Collaborated with teams to resolve technical issues, boosting customer satisfaction.
- Handled multiple priorities, showcasing problem-solving skills and operational impact.

Customer Service Representative

From February 2019 to April 2020 Oxfam Rwanda Rwanda, Kigali

- Facilitated cross-channel communication, resolving issues efficiently and improving customer satisfaction.
- Collaborated with engineers to address platform challenges, enhancing system reliability.
- Analyzed customer feedback to provide actionable insights, driving product enhancements.
- Handled complex inquiries, ensuring high satisfaction and swift resolution.
- Streamlined support processes, contributing to improved service delivery.

EDUCATION

High School Diploma - Science (Biology, Chemistry, Physics)

From February 2016 to November 2018
College Immaculee Conception Rwanda, Huye

- Specialized in advanced science curriculum
- Graduated with honors

Bachelor's Degree

From September 2019 to November 2023
Adventist University of Central Africa (AUCA) Rwanda
Bachelor of Computer Science - Software Engineering

- Graduate with Honors, demonstrating exceptional academic achievement and dedication to excellence

CERTIFICATES & AWARDS

CERTIFICATIONS & COURSES

- The English Access Microscholarship Program
- CISCO Networking Essentials
- CISCO Linux Essentials
- CISCO Cybersecurity
- CISCO Internet of Things (IoT)