

# Prince BIMENYIMANA

## Software Engineer

Professional with a strong desire to learn, contribute to team success through hard work and attention to detail by bringing in-depth knowledge of latest technology to produce clean, fast, responsive and user friendly Software & Websites with high SEO.

✉ princelouissevelin@gmail.com  
🏠 Rwanda, Kigali  
☎ +250 780 189 473

## CERTIFICATES & AWARDS

### CERTIFICATIONS & COURSES

- Networking Essentials course completion from CISCO Networking Academy trained in AUCA
- NDG Linux Essentials completion from CISCO Networking Academy trained in AUCA
- CISCO Cyber security
- CISCO Internet of Things (IoT)
- Nodejs-SOLVIT
- English Access Microscholarship Program Certificate

## LANGUAGES

### Kinyarwanda



### English



### French



## REFERENCES

### KAMANA Janvier

Head of Branch NYABUGOGO  
COGEBANQUE  
+250788303480

### AGASHUMBUSHO Merci

Executive Assistant  
SOLVIT AFRICA  
+250788240158

### BIMENYIMANA Alexandre

Head of IT Operations, WASAC  
+250788408394

## PROFESSIONAL EXPERIENCE

### IT Support

From February 2021 to May 2022  
AFRICLOUDS LTD Rwanda, Kigali

- Assisted IT team in troubleshooting hardware and software issues for employees.
- Provided technical support for office equipment, including printers, scanners, and computers.
- Conducted regular updates, performance monitoring, and problem resolution for eCommerce clients.
- Utilized Zendesk to manage and resolve customer support tickets efficiently, collaborating with internal teams for complex technical issues.

### Customer services

From February 2019 to April 2020  
Oxfam Rwanda Rwanda, Kigali

- Engaged with users through various channels including asynchronous video, email, chat, and calls, ensuring prompt and effective resolution of inquiries.
- Troubleshot platform issues, collaborating with engineering for solutions.
- Efficiently managed and prioritized customer requests.
- Provided actionable feedback for product improvement.

## SKILLS

### KEY SKILLS

- Proficient in diagnosing and resolving complex technical issues
- Proficient in handling phone inquiries and resolving customer issues (Customer Service Excellence)
- Ability to multitask and prioritize tasks effectively
- Skilled in various technical tools and platforms including SQL Server, Active Directory, and MSSMS
- Experience in handling complaints and providing timely resolutions

### CORE COMPETENCIES

JavaScript, HTML, CSS, ReactJS, Java, Python, C, C++, C Sharp, Tailwind CSS, SQL Server, Active Directory, DNS, WordPress, Microsoft

## EDUCATION

### Highschool Diploma

From 2016 to 2018  
College Immaculee Conception Rwanda Rwanda  
High school diploma - Science (Biology, Chemistry, Physics)

### Bachelor's Degree

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