

RALPH MUHIMPUNDU

INFORMATION TECHNOLOGY SPECIALIST

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ralymuhif.com

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INFORMATION TECHNOLOGY SPECIALIST SUMMARY

- Computer science student with aptitude for information systems analysis and computer programming, seeking for a job position as an IT specialist.
- Proficient trouble-shooter with vast technical knowledge
- Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards
- Skilled in call center operations and expertise in high call volume
- Fluent in French and in English

WORK EXPERIENCE

MILLENNIUM 1 SOLUTIONS

- Provide thorough support and problem resolution for customers
- Manage customer calls effectively in a complex, fast-paced and challenging call center environment

CUSTOMER SERVICE REPRESENTATIVE

May 2017-December 2019

THE OTTAWA HOSPITAL

- Provide help desk support to employees of the hospital
- Maintains operations by monitoring error and stoppage messages
- Fill in for in-house IT services as needed. (Installing new softwares, Upgrading Computers)

SYSTEM OPERATOR

January 2017-April 2017

CROP (CENTRE DE RECHERCHE DE L'OPINION PUBLIQUE)

- Conducted telephone interviews with respondents
- Recorded accurate and thorough answers using computer software
- Completed quotas in a timely manner, at or near 95-100 percent quality

TELEPHONE INTERVIEWER

January 2016-November 2016

MONTFORT RENAISSANCE

- Build and configure hardware and update software
- Resolving incorrect settings

SUMMER STUDENT - COMPUTER SUPPORT

July 2014-September 2015

EDUCATION

UNIVERSITY OF OTTAWA

BS IN COMPUTER SCIENCE

September 2015-April 2021

COLLEGE CATHOLIQUE SAMUEL-GENEST

HIGH SCHOOL DIPLOMA

September 2013-June 2015

SKILLS

Java / Python / C
Html / Css / JavaScript
PHP / MySQL
MS Office
Windows / MacOS / Linux

INTERESTS

Web Design and Web Development, Sports
(Playing Basketball, Soccer), Music (Listen to
anything Pop, Rap, Afro, Country)