

Fabrice Ubugeni Umuhire

Software Engineer

Kigali, RWANDA

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EXPERIENCE

Helpt App, N.Y — *Software Developer*

May 2021 - Current

- Design and Develop web solutions which are dynamic and interactive.
- Document software solutions and ensure the latest software release is packaged correctly, tested and deployed to an application server.
- Perform test driven development based on the written code to test your solution before releasing the feature and ensure all core functionalities are covered.
- Be proactive in designing solutions with the product and data teams and optimize our applications for maximum speed and reliability.
- Implement smart and elegant solutions to solve challenges and build reusable code and libraries for future use.
- Ensure the technical feasibility of our API and Backend infrastructure.

Rohde& Schwarz, Kigali — *Apprenticeship, Software Developer*

April 2021 - May, 2021

- Develop software solutions by studying traces through wireshark to analyze network traffic.
- Learn about network protocols, Python development and IoT/IIoT topics and employ hands-on in practical tasks of varying extent
- Get the basics of state-of-the-art agile software development and experience working together as a dedicated team with the focus on delivering high-quality software
- Create tests for cybersecurity software and present the result to the customer.

Kitech, Kigali — *Software Engineer*

January 2021 - April 2021

- Develop software solutions by studying information needs, conferring with users, and studying systems flow, data usage, and work processes.
- Document and demonstrate solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Prepare and install solutions by determining and designing system specifications, standards, and programming.
- Write highly maintainable, solid code for the CRM system, forming the core framework and earning consistent praise from subsequent developers since the initial version.

SKILLS

System Optimization

Performance testing

System Troubleshooting

System Maintenance

Application management

SLA Management

OS: Linux & Windows

Front-End: HTML, CSS, JavaScript, React, Bootstrap

Back-End frameworks: NodeJS, Django/Python

DB: Oracle, PostgreSQL, MySQL, MongoDB

Charging and Billing

SMS Center, MFS and USSD

Web development

System monitoring

API development

Project management

Vendor management

Version control (Git & Git Actions)

Shell Scripting

TDD, CI/CD

MS Office: Advanced level

Andela, Kigali — Software Engineer Trainee

August 2020 - March 2021

- Design and Develop user friendly web solutions which are dynamic and interactive
- Maintain and improve existing code base as well as maintain version control via GIT.
- Perform test driven development based on the written code to test your solution before releasing the feature and ensure all core functionalities are covered.
- Document software solutions and ensure the latest software release is packaged correctly, tested and deployed to an application server.

Ericsson, Kigali — Billing Operations Support Engineer

January 2017 - March 2018

- Billing System administration via pro-active health checks, problem solving and regular system maintenance
- Respond in a timely manner for tickets in terms of Critical, Major and Minor and ensure the closure of tickets without breaching SLA.
- Configuration, integration, testing and performing UAT for new products in alignment with the Charging System and/or external systems.
- Support L1 and Business Support Officers in order to solve issues related to end user clients
- Preparation of the pre-billing report and execute the Bill Run for postpaid customers within a defined timeline.
- Prepare capacity expansion based on KPI performance of the platform through regular capacity performance reports

Ericsson, Kigali — IN/VAS Planning Engineer

October 2014 - December 2016

- Schedule and supervision of platform expansions and upgrades based on performance KPIs and secure a quality plan to continuously improve Charging & VAS KPIs (analysis of failures).
- Prepare a budget and a business case for each product CAR and manage lifecycle of the products once the green light is given by the Operator
- Prepare Network KQIs (Key Quality Indicator) for customer and ensure no deviation against the target (>90%)
- Ensure KQI/SLA fulfillment assurance is observed and delivered with acknowledgment by the customer.

Certificates

Managed Services Business Culture & Practices, Ericsson Academy

CBiO 3.0 Charging System Administration, Ericsson Academy

Intelligent Preferred Network, Starhome

LANGUAGES

English - Fluent

French - Fluent

Tigo Rwanda, Kigali — *IN/VAS Planning Engineer*

December 2011 - September 2014

- Produce a roadmap (at least 12 months) specifying what product will be launched and prepare product specifications for each product on the roadmap, specifying provisioning and charging methods.
- Prepare a budget and a business case for each product CAR and manage lifecycle of the products once approved by the Senior management
- Vendor management from the initialization of the project until go live and ensure smooth handover from Planning Team to Operations Team
- Working closely with the Business Team to ensure all products are delivered on a timely basis.

EDUCATION

Kigali Institute of Science and Technology, Kigali — *Bachelor Degree in Electronics & Telecommunications Engineering*

January 2008 - March 2012

REFERENCES

1. Name & Surname: Matthew Cavanaugh
Their Job Title: Co-founder & CEO
Their employer: Helpt App
Email Address: cavanaugh@helpt.app
Telephone number/s: +1 (716) 777-1530
2. Name & Surname: Mohammed Khalaquzzaman (Zaman)
Their Job Title: Tech Lead and SaaS Solution Architect
Their employer: Ericsson Software Campus
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