Contact

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Address
Rwanda-kigali-Gasabo

Education

2024

Bachelors of science with honor in Computer and Software Engineering "option of Network Engineering"

University of Rwanda

2018

Advance secondary School

Math-Economy-computer science

HVP Gatagara/Huye

Expertise

- Technical Support & Troubleshooting
- Web and Mobile app development
- Network Configuration & Management
- Hardware & Software Installation
- Operating Systems: Windows, Linux Ubuntu
- User Account Management (Active Directory)
- IT Security and Data Protection
- Help Desk Management & Customer Service
- Remote Support Tools (e.g. AnyDesk)
- IT Documentation & Reporting

Language

Kinyarwanda

English

Trophime KARASISI

IT Support and Software developer

Enthusiastic and detail-oriented IT Support Specialist and Software Developer with 3-4 years of experience in helping users solve technical issues and creating efficient, user-friendly solutions. Skilled at identifying and resolving hardware and software problems, managing networks, improving user productivity, and developing custom applications to meet organizational needs. Proficient in programming, database management, and system integration. Strong communication and problem-solving skills ensure seamless collaboration with users and teams to maintain and enhance IT systems and deliver impactful solutions.

Experience

2021-2024
Universal HD solution Services

IT Manager & software developer

- Developed and maintained web applications using JavaScript, React.js, and Node.js, ensuring responsive designs and optimized performance.
- Collaborated with designers and back-end teams for seamless interfaces and web service integration.
- Conducted code reviews and adhered to best practices.
- Managed ICT tasks, including configuring network devices and providing user training.
- Offered remote assistance and support to customers.

2023
REB(Rwanda Basic education Board)

Rwanda Education Board/ Intern

- Maintained and optimized laptops and ICT infrastructure for educational purposes.
- Troubleshot and repaired hardware, software, and network issues.
- Installed, configured, and managed desktop and laptop systems for optimal performance.
- Set up and maintained network equipment, ensuring functionality and security compliance.
- Collaborated with IT teams to implement security measures and uphold data protection policies.

Awards

- **CCNAv7: Introduction to Networks**
- **IT Essentials: PC Hardware and Software**
- **Ai and IoT workshop trainings**

Reference

Daniel HAGENIMANA
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Davy NKURIKIYUMUTABAZI
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Acd. lecturer / UR

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