CURRICULUM VITAE

Name: KABUZI NTWALI
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EDUCATION

- WSB Wydział Zamiejscowy w Krakowie Current studies

- From 0ctober,2019 till June, 2020: certificate of polish language **MCK PK** (Międzynarodowe Centrum Kształcenia Politechniki Krakowskiej) Kraków

- From October 2017 to June 2018: certificate in Computer science. **UTB university** (program of 2 semesters)

> **Covered points**:
> - C
> - C++
> - Python
> - Django framework
> - HTML5 & CSS
> - Javascript

- From September 2011 to Jun 2017: studied Secondary School at **Saint Joseph High school**. State diploma in Commercial Administrative and computer science.

PROFESSIONAL QUALIFICATIONS

IT analyst skills

- Providing support via phone, chat and e-mails
- Troubleshoot technical issues
- Providing support for company's iOS and Android mobile devices.
- Mobile Iron administration – managing user accounts
- User account administration:
- Cooperating with knowledge base administrators - review of KB articles

Computer Skills:

- **Adobe XD**
- **Photoshop**
- **Html & Css**
- **Javascript**
- **React**
- **Bootstrap**

  - **Windows**
  - Ms Excel
  - Ms Word
  - Powerpoint
  - Outlook

Language Skills:

- English: **C1**
- French: **Native**
- Swahili: **B2**
- Polish: **B2**

EMPLOYMENT HISTORY

- From January 2021 (current work) : Team Leader at **HCL**

  Responsibilities

  - Team Supervision
  - Task Delegation
  - Performance review
  - Training and Development
  - Reporting
  - Goal setting

- From August 2020 to January 2021: Consultant at **Armatis-Lc**

  Responsibilities

- Providing support on client's tickets.
- Solving issues via Emails, calls and chats.
- Dealing with customer's complaints and claims.

- From Jun 2017 to November 2018: Customer service at **NYIRAGONGO**

  CEMENT Reference: **Esperance Rusingiza** +250 783 211 739

  Responsibilities

  - Placing orders,
  - Dealing with the customer complain via mails, calls and during face to face meeting.
  - Working on plan to improve the services,
  - Elaborate the schedule for the weekly delivery.

- From January 2017 to Jun 2017: Working as front end developer in **FIND solution**

  Responsibilities

  - Creating user interfaces based on a design created in AdobeXD
  - Using Adobe XD, Html, CSS and javascript

    Reference: **Manick Brayant** : +243 993 737 414

INTERESTS, HOBBIES

- Learning Foreign languages
- Running
- Music (playing guitar)
- Basketball

"I, hereby authorize you to process my personal data included in my job application for the needs of the recruitment process (in accordance with the Personnel Protection Act 29.08.1997 no 133 position 883)".

"Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej ofercie pracy dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z Ustawą z dn. 29.08.97 o Ochronie danych Osobowych Dz. U. nr 133 poz. 883)"