

Niyonkuru Valens

Tech Support Engineer





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Niyonkuru Valens

Gasabo, Kigali, Rwanda



SUMMARY

Highly skilled and customer-oriented Technical Support Engineer with a proven track record of resolving complex issues and delivering exceptional customer service. Experienced in collaborating with cross-functional teams to troubleshoot and resolve software issues efficiently. Possesses strong technical proficiency, adaptability, and a passion for problem-solving. Fluent in English with excellent communication and interpersonal skills.

EDUCATION

Adventist University of Central Africa

-Advanced Diploma in May 2023

-Bachelor's Degree in Software Engineering

Will graduate in 2024 October.

SKILLS

- Demonstrated expertise in IT and technical support with hands-on experience in resolving complex software issues.
- Track record of providing exceptional customer service, advocating for customers, and exceeding expectations.
- Strong written and verbal communication skills, with the ability to effectively communicate technical concepts to both technical and non-technical audiences.
- Skilled in troubleshooting and diagnosing technical issues, with a passion for finding innovative solutions.
- Fluent in English and French (reading, writing, and speaking)

PROFESSIONAL EXPERIENCE

Marcos Group LTD (Part-time Technical Support)

January-June 2024

- Provided technical support to end users by troubleshooting computer issues, diagnosing software problems, and resolving technical issues promptly and effectively.
- Installed and configured Windows operating systems on computers.
- Handled confidential documents and maintained their proper organization
- Collaborated with colleagues to share knowledge, discuss technical issues, and leverage collective expertise to resolve complex customer cases efficiently and effectively.

Kanisfood (Head of Customer Service)

Food Delivery Company | 2022 - 2024

- Led a team of customer service representatives, ensuring exceptional customer support and satisfaction.
- Implemented strategies to streamline customer service processes and improve overall efficiency.
- Collaborated with cross-functional teams to address customer inquiries and resolve escalated issues promptly.

Prika(Technical Support)

2021 - August 2022

- Effectively identify and resolve hardware and software issues by performing thorough diagnostic procedures, analyzing system logs, and utilizing advanced troubleshooting tools.
- Use antivirus and anti-malware tools to detect, remove, and prevent malicious software, ensuring the security and integrity of computer systems.
- Implement solutions to optimize computer performance, including managing startup programs, defragmenting hard drives, and performing regular system updates to enhance efficiency and reliability.

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REFERENCES

1. Kalpesh Patel **CEO KANIS Retail**
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- Iraddock Divine **Diaspola Driving School Ltd**
📞 0792104972
3. Uwase Cathy **Mentor**
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CERTIFICATIONS

- Completed Communication Skills and Public Speaking course at CMU Bridge Program.
- Bachelor's degree in Software Engineering.
- Certified in Network Operation (Network Operation 1 and 2), Linux Essentials.