**NIYIGENA NAIMA**

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**Personal Statement**

IT People with a passion to do different things through what general public need. I have dreams to become Full Professional in different areas of IT. I am smart working, flexible, social and always have thirst to learn new things.



**Personal Skills**

* Multitasking. Ability to work on several projects at once assuring quality and timely delivery.
* Teamwork and collaboration. Able to work with different people and use minimum time.
* Quick learner. Once new technology comes out be able to learn it as quickly as possible and then integrate it to the current system.
* Creative and Innovative. To see the features that can be added and create new thing depending to any situation.



**Employment History**

IT Manager, M Hotel-Kigali

From April, 2022 –Present

Main Responsibilities:

* Responsible for smooth functioning and co-ordination of vendors for Guest Internet, Property Management Systems - PMS, Point of Sale - POS, IPTV, Telephony systems and other software vendors.
* Ability to troubleshoot hardware and software problems.
* Responsible for overseeing and handling network configuration, Servers, Workstations, Networking equipment, PABX, email accounts, and support for the underlying server/desktop infrastructure.
* Background in highly available systems and image capture/management systems.
* Extensive knowledge on Active Directory, Management and Implementations.
* Prepare & Implement Preventive Maintenance Schedule for all IT hardware & Software.
* Manage leadership in the establishment of project scope, technical strategy, cost, budget, and staff support requirements with new IT initiatives.
* Prepare Policies & Procedures for the IT Department and for the user department.
* Keep updated with the latest hotel technology and security risks on a regular basis.
* Managing Disaster Recovery Process and ensuring regular daily backup is taken
* Able to perform other IT or Systems related tasks assigned by the management. Etc.…..

DevOps Engineer Consultant, TechClick, Kigali-Rwanda

From Oct 2021- 31st March 2022

Among the Responsibilities:

* Deploy code from GitHub to the cloud server using CI/CD tools.
* User testing of the platform
* Content management and migration on the website
* Mock ups user experience testing
* User testing of the website
* Setting the WordPress on the testing server
* Migrating WordPress to the production server

Software Quality Assurance Engineer, Irembo, Kigali-Rwanda

From June 2019 – Jan 2020

Some of the Responsibilities:

* Review requirements, specifications, and technical design documents
* Create detailed and well-structured Test strategies/Plans and Test cases
* Apply testing process for new and existing software products to make sure they meet the company's standards and client’s needs
* Identify, record, document thoroughly, and track bugs.

IT Support, Office of the Government Spokesperson (OGS), Kigali-Rwanda

From November 2016 - July 2017

Among the Responsibilities:

* Participate in managing all network security solutions
* Ensures operation is maintained at acceptable in different levels, including any necessary point such as restart, backup, and reconfiguration procedures
* Involved in the computer system design process as well as the installation, monitoring and upgrading processes.
* Provides technical resolution/support to the end users.
* Network troubleshooting, printer configuration and connected to the computers.
* Updating website as requested.
* In addition, resolve all other problems related to the IT field.

IT Support, Rwanda Development Board (RDB), Kigali-Rwanda

From July 2014 - May 2016

Responsibilities:

* Installing and configuring computer hardware, software, systems, networks and printers
* Responsible for backing up all information and providing ongoing technical services
* to create storage systems and maintain the hardware
* Upgrade knowledge regularly on latest OS technologies.
* Support the IT team in the maintenance of hardware, software and other systems.
* Troubleshoot issues with equipment like printers, computers and servers;

**Professional Qualifications**

Rwanda Development Board (RDB), Kigali-Rwanda, March 2016

Award: CCNA & CCNA Security

Rwanda Development Board (RDB), Kigali-Rwanda, August 2015

Award: Certificate of Exceptional Services and Speed



**Academic Qualification**

Moringa School, Kigali

November 2018 - May 2019

Software Developer - Full Stack Specialization

Jomo Kenyatta University of Agriculture and Technology (JKUAT) - Kigali Campus

From 2014 - 2016

Bachelor of Science in Information Technology (IT)

Tumba College of Technology (TCT)

From 2011 - 2013

Advanced Diploma in Information Technology A1



**References**

Katy Aristote Jeanne Yamfashije

Technical Mentor Director Manager

Moringa School/ Kigali-Rwanda Techclick, Kigali

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