

KAPITA CHRISTIAN MUBAKILAY

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Professional Summary

I am a full-stack web developer with passion to build web applications from mock-up to rollout. Patient, creative, problem solver, analytical thinker and adapt at working independently as well collaborating with team using Scrum and agile process. I am currently looking for web developer opportunity that will allow me to work alongside an expert team of developers.

Skills

- HTML
- CSS
- Bootstrap
- JQuery
- Responsive Design
- Node.js
- C#.NET
- Core Java
- MS SQL Server
- MySQL
- Git
- Problem solving
- Agile methodology : Scrum
- Bilingual, fluent in both English and French

Work History

Full Stack Web Developer

11/2020 to Current

The Coding Boot Camp at Carleton University – Ottawa, ON

- Designed and developed 5 web applications using technologies that include : HTML, CSS, JavaScript, JQuery an API's
- Collaborated with other developers on a group project 'Cinco de Mayo party Planner' and established a project workflow using GitHub

Help Desk Analyst

07/2019 to Current

DXC Technology – Ottawa, ON

- Handling incoming incidents via the phone / e-mail promptly and effectively.
- Using SM9/ServiceNow ticketing systems to manage and process support actions and requests.
- Diagnosing and troubleshooting end user issues and provide the appropriate solution
- Resolving Level 1 and 2 issues; escalating complex and/or high priority problems to the appropriate support groups for resolution
- Performing account management and maintenance for various applications and systems (performs password resets and account unlock)

- Following all standard operating procedures through the effective use of Knowledge management
- Follow-upping with end users by providing regular updates on call/email status
- Supporting end users in their use of applications such as Microsoft Office, Citrix, VPN and more
- Providing troubleshooting and configuration support for client desktop and networking environment.
- Working collaboratively to achieve individual and team goals

IT Support Specialist

03/2015 to 03/2019

Hope Africa University – Bujumbura, Burundi

- Designed and developed of a windows application for marks submission using C#.NET and MS SQL Server
- Provided maintenance to existing hardware and computer systems
- Troubleshot common IT problems
- Managed all phases of assigned projects, and assisting other staff with assigned projects as required
- Managed hardware and software inventory and ensure the inventory is up to date
- Offered assistance to computer system users which may be with hardware or software
- Installed and configured new technology to be implemented by the University, such as hardware, operative systems, and programs or applications
- Installed, Managed, and Configured Network equipment and Windows operating system
- Worked with windows Server, Created and managed users, computer accounts and their access to network resources in Active Directory
- Executed security checks on all systems
- Performed routine backups & archival of files to assist with disaster recovery.

IT Technician

12/2010 to 07/2012

Hope Africa University – Bujumbura, Burundi

- Designed and developed a windows application for Learning management system using VB6 and MS SQL Server
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Configured hardware, devices and software to set up work stations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Contributed to the proper installation, maintenance and disposal of desktop computers and printers.
- Assisted users with backing up computer data on network file shares or external media
- Installed, upgraded, troubleshot and repaired desktop computers and peripherals in a networked environment
- Participated in workshop and training conducted by the university

Education

Full Stack Flex: Web Developer Carleton University Coding Boot Camp - Ottawa, ON	05/2021
Master of Science: Computer Science Lovely Professional University - Punjab, India	08/2014
Bachelor of Science: Computer Science Hope Africa University - Bujumbura, Burundi	12/2009

Certifications

Certificate course in Java (JEE2) and Android – June 2014 CETPA Infotech Pvt. Ltd, Noida – India	
Certificate Course in SQL Server - November 2013- January 2014 Lovely Center for Skill Development, Punjab – India	
Certificate Course in C#.Net - August 2013 - October 2013 Lovely Center for Skill Development, Punjab – India	
Certificate Course in VB.Net - July 2013 - August 2013 AMP IT Education, Jalandhar – India	
Certificate course in CCNA Routing and Switching - July 2014 Enfocarse Institute Information of Technology, Noida – India	
Certificate course in MCTIP (Windows Server Administration) - August 2014 Enfocarse Institute Information of Technology, Noida – India	
Workshop in Ethical Hacking Level 1 and Level 2 - February 2013 Lovely Professional University (TechDefense), Punjab – India	