JANVIER BYIRINGIRO

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EDUCATION

St. Cloud State University (SCSU), St. Cloud MN USA   **August 2011- December 2015**
- Major: Information Technology Security
- Minor in Computer Organization and Programming

EXPERIENCE

DevOps (Sr. Support Engineer)– IMS, Kigali Rwanda   **April ,2020 – Present**

As a senior support, my daily task includes client requests, event/ issue investigations and report requests through to resolution.

- Server, Service and System support
- Event identification, tracking, control/ resolution and reporting.
- Issue identification, troubleshooting/ resolution and reporting.
- Hardware and component testing.
- Testing of newly implemented/ deployed Servers, services and network environments (lab and production).
- Assist with applying patches to core servers
- Maintain logs on servers
- Generate daily, weekly and monthly reports
- Installation, configuration and maintenance of software across environments
- Assist with software deployment
- Assist with security updates and upgrades
- Execute database and server back-ups.
- Maintain an open line of communication with clients and team members regarding your assigned Requests/ Issues/ Events and Tasks.

Environment: AWS , Linux Distro, Github, Zabbix, Postgresql, Python, Docker, Kubernetes & Ansible

System Engineer – SparkMicroGrants, Musanze Rwanda   **June,2019 – April ,2020**

The System Engineer is an integral part of the Product & Technology Team. In charge of the lead day-to-day technology development and support a small and dynamic team of Technology Training Officers. The Systems Engineer develops key components of the Spark Toolkit, which have broad impact across Spark and its partners. An important responsibility of this role is to develop and enhance Spark's platforms including multiple data collection tools, database, and reporting software. I also work collaboratively with external consultants, as well as team members distributed across East Africa and remote.

- Own audit of Spark's current system architecture and provide technical expertise on potential database redesign
- Lead database management in close collaboration with the RELM
- Manage day to day systems needs including but not limited to:Database tuning, Security and Monitoring
- Own DevOps (G Suite, AWS, Infrastructure design)
- Collaboratively troubleshoot, fix bugs, and respond to requests using the Product Help Form
- Point of contact for current platform vendors(Africa's Talking, etc..)

- Systems Support Process Ownership (Work closely with Technology Training Officers to manage training on Spark's platforms)
- Agile Software Development Lead (Participate in full agile process including updating One Pagers, estimating capacity, updating projects, contributing to daily stand up, and updating the team on changes in scope or deadlines as outlined by the Product Manager and Manage QA and testing of all development before release)

Environment: AWS**,** Ubuntu, Github, Odoo, Google Studio, Jasper, Postgresql, Python, Javascript,

Software Developer – Inovalon, Bowie MD   December,2017 – Feb,2019

The primary function is to anchor and develop Avalere's growing Software Development team. Work across many of Inovalon/ Avalere's web and data tools in all stages of the software development life-cycle. As a software developer you play a front row seat in shaping Inovalon solutions which are designed to solve complex healthcare problems.
- Collaborate on high quality development efforts in support of Inovalon/Avalere product and service.
- Mentor team members on object-oriented design principles and patterns.
- Collaborate with product managers on defining user stories and advise on technical feasibility in prioritization discussions.
- Collaborate with a wide array of stakeholders on design and user research activities.
- Deliver working code by porting functions of the VCPS from legacy tech to RoR.

Environment: Ruby on rails, Vuejs, HighChart, PostgreSQL, Atom, Jenkins, Rollbar, Github, Jira

IT Coordinator/Technician – Conservation International Arlington, VA   June,2016 – December,2017

As technician at conservation my key role was research solutions and perform automation with Batch, VBscript, Python and PowerShell. Assist with SharePoint development (Modern site, List, Web part, etc.). Configuration and Accounts troubleshooting with Office 365 admin. Security monitoring with SEP console on global scale and generate reports weekly. Provide technical support, training and documentation. Software deployment and Imaging process with CDE . Troubleshoot, repair, maintain, install, data restoration, testing activities on various computer, configure software and hardware (Printers, Switch, Routers, NAS, etc.). Perform queries and generate reports for the organization asset management's database.

Environment: Office 365 Admin, CDE, Footprint, Logmein, PowerBI, MS office, skype for business, gotomeeting, SharePoint, SEP Console, Html and JavaScript.

L2 Technician – HuskyTech, IT Department SCSU   2013 – 2015

- Responsible for L2 Queue technical supports and Updates with training material.
- First level E-Classroom support which includes troubleshooting Projector, Crestron, Doc Camera.
- Deployment and Re-imaging new computer, installation of new software through SCCM.
- Limited hardware replacement such as HDD, RAM, Power Supply, HDD cable and Batteries.
- Technology support for students, faculty and stuff over the counter. This includes CPS warranty support
- Troubleshoot computer incidents, including incidents that require admin rights on computers in the labs and electronic classrooms. remotely resetting Creston devices if needed as well.
- Setup and verification of printer, administrative accounts, settings within local computer.
- Configuration of LAN and WAN settings for successful network connectivity within computers between departments or campus events.
- Responsible for the wiki page maintenance and support.

Security Remediation Engineer Intern, Symantec Roseville MN   June 2015 – August 2015

- Participate in technical discussions within the team and with other groups with specified projects.
- Read and understand software and/or hardware design specifications as well as product requirements.
- Ensure windows and Linux systems are patched with minimal vulnerabilities.
- Responsible for maintaining engineering test and development environment for testing and development of Symantec NetBackup Software.
- Tasks include windows and Unix/Linux operating system installs, VMware ESXi installation and virtual machine setups.
- Perform various task to help keep a large engineering lab environment operational and safe.
- Ability to think independently and be able to apply effective problem solving skills.

Associate Software Engineer Intern, Wolters Kluwer Financial Services St. Cloud   **June – December 2014**

- Assist in designing, developing, testing, debugging and implementing software components, Internal and external software tools, and utilities required for the operation. This includes maintenance and control of software applications as well as deliver Software Application changes as directed.
- Solve complex analytical problems independently through the use of problem solving and troubleshooting.
- Work closely with Software Project Leader to provide delivery of the platform according to schedule (Sprint Scrum / Agile Methodology)
- Mentor and Assure Design and Coding Standards are maintained.
- Bring depth in the .NET and C# environments
- Attend all design and code reviews for the features that are being implemented within the system.

Environment: Visual Studio, C#, TFS, JQuery, JavaScript, JQuery, Ajax with REST, ASP.net MVC 4

T-Shooter – IT Department SCSU   **2012 – 2013**

- Maintain the L2PubWorks support queue and provide support for most of the public labs across campus.
- Provide Training material and train new Student Lab Consultant.
- Answering the e-classroom "hotline" phone and quickly responding to incidents. Going to classrooms to assist professors and staff with questions regarding e-classroom equipment before/during or after a class or a meeting (occasionally involves scheduling meeting times with the faculty member).
- Installing software to user's computer by adhering to a software list designated by supervisor/department.
- Deployment and Re-imaging new computer, installation of new software through Altiris.
- Solving technical problems involving integrated operating systems and hardware platforms

Helpdesk Consultant – IT Department SCSU   **2011 – 2012**

- User support across campus over the counter, the phone with various technological issues related to their personal computer and mobile devices.
- Assist Student and faculty /staff with basic computer, software and printing issues and other technical issues.
- Responsible for knowing and abiding by Helpdesk Policies and Guidelines
- Engage in regular training sessions to augment skills.
- Responsible for maintaining regular and frequent communications and attending meetings
- Primary contact for campus technology related questions and computer troubleshooting
- Assist customers with technology related questions including: setting up network connections, removing viruses and spyware, issues with accounts and hardware and software questions
- Providing knowledge of software, technology handbook, and website to assist users with their specific needs
- Creating tickets with Helpdesk ticketing software to report issues that can't be resolved
- Utilizing the Helpdesk Wiki, knowledge, and critical thinking, and blue troubleshooting guide to solve issues.

Database Assistant, Abt Associate Kigali-Rwanda   **2010 – 2011**

- Contribution to the development of an integrated health resource tracking and planning web application using Ruby on Rails.
- Web design, editing style sheets written in CSS, writing rails application code, writing automated test for the application using frameworks such as Test: Unit,RSpec,Shoulda and/or Selenium.
- Working on database as well as assist organization in entering data and understanding the system.
- Attending and contributing to daily standup meetings, participating in release planning meetings, using version control tools used by the team (Git or Subversion).
- Helping train staff at the Ministry of health to administer and manage the system.
- Collaboration with other developers in a timely and respectful manner, including but not limited to using the project collaboration tools hosted on www.pivotaltracker.com and www.wikispaces.com.

Environment:Ubuntu, Git, E-Text Editor, Heidi SQL, Balsamiq Mockups, Ruby, Ruby on Rails, HTML, CSS, JavaScript https://github.com/jenzzly/resource_tracking.

ACTIVITIES AND ACHIEVEMENTS

Lean Six Sigma (White Belt), Foundation on Ruby and Rails, Student Research Colloquium Certificate, CompTIA Security+ Exam Prep. Winner of Rwanda National Computer Skills. Participated in Security practice for national collegiate cyber defense competition.

LINGUISTICS

Proficient in **English**, **French** and **Kinyarwanda**.