

NIYIGENA MARIE GRACE

IT Support | IT Technician | Full-Stack Developer

Gasabo District, Kigali, Rwanda

Phone: +250 791 168 136 | Email: graceniyigena34@gmail.com

LinkedIn: <https://linkedin.com/in/marie-grace-niyigena-14000a285>

GitHub: <https://github.com/mariegrace03> | Portfolio: <https://grace-portfolio-sepia.vercel.app>

PROFESSIONAL SUMMARY

Information Technology graduate with a Bachelor's degree from the University of Rwanda and hands-on IT support experience gained at Rwanda Energy Group (REG) / Energy Utility Corporation Limited (EUCL). Skilled in hardware and software troubleshooting, operating system installation and configuration, LAN/WLAN support, Active Directory user account management, helpdesk support, IT asset management, and technical documentation. Also experienced in full-stack software development using React, Node.js, Django, and relational and NoSQL databases. Detail-oriented, safety-conscious, and committed to providing reliable technical support and maintaining efficient IT systems.

CORE COMPETENCIES

- **IT Support and Troubleshooting:** Hardware diagnostics, software troubleshooting, helpdesk ticket resolution, remote technical assistance, and root-cause documentation.
- **System Installation and Configuration:** Windows and Linux installation, Microsoft Office configuration, driver installation, and software updates.
- **Hardware Maintenance:** Desktop and laptop diagnostics, screen and hard disk replacement, wireless card troubleshooting, and printer maintenance.
- **Network Support:** LAN/WLAN configuration, IP addressing, connectivity troubleshooting, Wireshark traffic monitoring, and support for switches, routers, and wireless access points.
- **User and Access Management:** Active Directory account creation, password resets, access permissions, Group Policy updates, and security policy enforcement.
- **IT Asset Management:** Hardware tagging, inventory tracking, asset records, and technical documentation.
- **Software Development:** Frontend and backend development, REST API integration, authentication, database management, and version control.

PROFESSIONAL EXPERIENCE

IT Support Intern — Rwanda Energy Group (REG) / Energy Utility Corporation Limited (EUCL) — ICT Department, Kigali | 24 March 2025 – 23 May 2025

- Diagnosed and resolved hardware faults involving CPUs, memory, power supplies, and screens, as well as software problems such as system crashes and application compatibility issues.
- Installed, configured, and updated Windows and Linux operating systems and Microsoft Office applications, including clean operating system installations following disk formatting.
- Supported LAN and WLAN connectivity, configured IP addresses, monitored network traffic using Wireshark, and assisted with troubleshooting switches, routers, and wireless access points.
- Managed user accounts through Active Directory, including account creation, password resets, and access control; applied Group Policy updates using `gpupdate /force` and `gpupdate /sync`.
- Resolved helpdesk requests involving email, printers, and login issues and provided remote assistance using remote desktop tools.
- Assisted with printer maintenance and repairs, including replacing a faulty power-unit fuse and cartridge under supervision while following safe handling procedures.
- Tagged, recorded, and tracked IT equipment in asset management systems and documented recurring technical issues and their resolutions.
- Followed workplace safety procedures, confidentiality requirements, and ICT policies, escalating complex technical issues when necessary.

Data Entry Assistant (Part-Time, Remote) — AZUL Tech | July 2026 – August 2026

- Entered, updated, and maintained digital records and database information with a focus on accuracy and consistency.
- Reviewed records to identify missing, incorrect, and duplicate entries and corrected discrepancies where appropriate.
- Organized digital information and completed assigned tasks within established deadlines.

IT Support & Software Developer Intern — RG Consult Inc | *April 2026 – July 2026*

- Provided IT support by troubleshooting hardware, software, and system-related issues and assisting users with technical problems.
- Assisted with computer setup, software installation, system configuration, and resolving common technical issues.
- Contributed to frontend and backend development of Enjoy Rwanda, a tourism and business listing platform connecting users with local businesses and services.
- Supported application functionality, API integration, and database-related tasks.
- Used Git and GitHub for version control and collaborated with team members on technical tasks.

Full-Stack Developer — kLab Academy | *November 2025 – April 2026*

- Developed Event Konnect, a full-stack event management platform supporting event creation, registration, and user interaction.
- Contributed to frontend and backend implementation and integrated APIs and databases.
- Collaborated with team members using an iterative development approach and version control tools.

Frontend Development Trainee — SheCanCode Bootcamp | *September 2025 – March 2026*

- Received practical training in HTML, CSS, JavaScript, React, TypeScript, and Next.js.
- Developed frontend features for EcoTrack, a Waste Collection Management System.
- Practiced responsive web design, component-based development, and collaborative software development.

EDUCATION

Bachelor's Degree in Information Technology

University of Rwanda, College of Science and Technology

September 2022 – June 2026

Advanced Level Certificate (A2) — Mathematics, Physics, and Geography

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2015 – 2021

TECHNICAL SKILLS

- **Operating Systems:** Windows, Linux
- **IT Support and Networking:** Active Directory, Group Policy, LAN/WLAN, TCP/IP, IP addressing, Wireshark, remote desktop tools, helpdesk systems, and IT asset management.
- **Hardware:** Desktop and laptop maintenance, hardware diagnostics, printer troubleshooting, and component replacement.
- **Frontend Development:** React.js, Next.js, TypeScript, JavaScript, Tailwind CSS.
- **Backend Development:** Node.js, Express.js, Django, REST APIs, authentication.
- **Mobile Development:** React Native, Flutter.
- **Databases:** PostgreSQL, MongoDB, Supabase, Firebase.
- **Tools and Applications:** Git, GitHub, Microsoft Office, Figma, Canva.

SELECTED PROJECTS

EcoTrack — Waste Collection Management System

A web-based platform designed to connect citizens, waste collectors, and administrators through waste collection scheduling, tracking, and service requests.

Technologies: Next.js, TypeScript.

Event Konnect — Event Management System

A full-stack platform supporting event creation, registration, and user interaction technologies react and node.js

Enjoy Rwanda — Tourism and Business Listing Platform

A platform designed to help users discover local businesses and services, with features supporting business listings and user engagement.

LANGUAGES

- **Kinyarwanda:** Native
- **English:** Excellent
- **French:** Good

ACHIEVEMENTS

Successfully supported daily IT operations by troubleshooting hardware, software, and network issues, resolving user support requests, and maintaining reliable computer systems and IT equipment.