IT PROFESSIONAL

Kalisa Kennedy

Kigali,Gasabo District
kennedykalisa@gmail.com
+250789713620

CAREER OBJECTIVE

- To enhance my professional skills in a dynamic and fast paced workplace

- To create a profitable resources to all services and activities using modern technology

- To solve problems in an effective/creative manner in a challenging position

- Seeking a responsible job with an opportunity for professional challenges

---

PROFESSIONAL COMPETENCIES

- Skilled at balancing and prioritizing multiple tasks to meet deadlines.

- Good experience in computer management systems, servers, user accounts

- I have excellent verbal and written communication skills; I find it easier for me to interacting with people even those from other nations or different paths of life.

- I admire the innovative work, I am not a fun of routine things always I try to put some innovations in all I do.

PERSONAL COMPETENCIES

- Decision making skills, presentation, honest and trustworthy, respectful, flexible , possess cultural awareness and sensitivity

- I am a very good team player, but also I perform as good with no supervisory, I always prefer to discover a simple or easy way to complete the big tasks or challenge.

- I enjoy to give all of my best, I am self-motivated person, punctuality is my strongest character and discipline is key to achieve my goals.

PROFESSIONAL EXPIRIENCES

➢ I had worked as IT Coordinator in Kigali Marriott hotel from June 2018 till August 2019 with assigned below tasks with guidance of my IT Manager.

- Joining computers to the domain during Marriott computer image process.

- Assisted users with any troubleshooting issues they encountered. This included but is not limited to helping users with program and Marriott systems troubleshooting such as; MS Office, Opera ,Outlook and so on.

- Tested all Marriott devices to ensure compliance by monitoring MAARK1 on hourly bases

- Perform daily check list for all the servers, including checking the status of the C, D and E drives of all the servers to ensure the system runs smoothly.

- Managed multiple Marriott servers and diagnosed network related issues to maintain a stable networking environment

- Ensure that I have done inventory of the tapes on file and print server daily, to guarantee that we have the backups for the entire servers on daily basis. This includes to do backup restore every month and do cleaning of the tape magazine. Performed disaster recovery operations, including data backups

- Setting up Marriott computers to all the associates, configure and setting up the printers in the offices

- Managing Active directory and all property user accounts and password reset. Imaging and Setting up Micros machines in outlets and create user rights in EMC system.

- Providing our guests effective, high-level internet services and support on daily basis

- Program the electronic card key in visionline system used to open the offices and guest room doors; beyond on that I perform the door readouts on monthly basis of the Server room. To ensure that it has been accessed by authorized persons.

- Managed the IDFs, switches and access points to maintain a stable networking environment.

- Perform hardware maintenance for the computers, printers, scanners this includes to train the employees the way to use computing devices in proper and efficiency manner.

- Provided technical support and configure for general office equipment such as Phones, scan/copy and fax machines.

- Installing and implementing of new technology with the process of imaging all Marriott computers to windows 10.

- Assisted in the process of upgrading of the servers OS 2008 to the 2012 version.

- Able to use effectively Marriott networking software, tools for remote access and support like Webex, Bomgar and other remote tools.

- Managing and uploading all digital signage contents needed for all daily events in the hotel. Also do physical or remotely using their IPs to troubleshoot the problem may occurs on Signage screen

- Coordinated and implemented network security measures, tested the system to ensure the elimination of the bugs, caches and viruses.

- Manage and maintain IP TVs in the hotels and all channels that are always up and running.

- Able to contribute to my team and fulfill IT Audit points.

- From 2017 November after my graduation till June2018 I had started building my career as IT technician, website design and maintenance.

  - Fix and do maintenance for hardware and software for desktop and personal computers as well as other computing devices.

  - With friends we managed to design and launch several websites for the clients

  - Data entry for the clients for all Microsoft offices, for example, Word, PowerPoint , Excel , Access etc,

  - Design logos and fliers using Photoshop and other adobe products.

- I have experience in leadership skills whereby from 2016 to 2017 I was awarded the certificate of appreciation from Rwandan embassy in India for leading community of Rwandan students in India.

  - I organized several occasions like Kwibuka 22 and 23 , and referendum election in 2017

  - I attended several workshops like; International congress on information and communication technology and INDIA-AFRICA youth summit in New Delhi.

  - I have served as treasurer in African foreigner students association in India.

ACADEMIC QUALIFICATIONS

- ➢ **IPRC\ KIGALI TECHNICAL SECONDARY SCHOOL**

  - DIPLOMA DEGREE/   PASSED   *From 2011-2013*
    PUBLIC   WORKS

- ➢ **MOHANLAL SUKHADIA UNIVERSITY (MLSU)
  UDAIPUR, INDIA**

  - BACHELOR DEGREE/   FIRST CLASS   *From 2014-2017*
    COMPUTER
    APPLICATION

PROFESSIONAL LANGUAGES

Language	Reading	Writing	Speaking
English	Fluent	Fluent	Fluent
French	Good	Good	Good
Swahili	Good	Fair	Good
Kinyarwanda	Fluent	Fluent	Fluent

TRAININGS AND CERTIFICATES

- Training in programming with C++ language and certified

- Training in Java, HTML languages and Dreamweaver

- MGS(Marriott Global sources) trainings like IT Security & Data Protection, Network and systems security, Project management, etc

- Certified of appreciation from Rwanda high commission in India for leading community of Rwandan students in India.

OTHER SKILLS AND INTEREST

- Good knowledge in operating system, for Windows 7,8 and 10.

- Good knowledge in Java, VB.NET, PHP/MYsql, HTML, CSS, C and C++ languages.

- Networking system architecture, good technical skills in electronic devices Hardware.

- Internet/Intranet application, mail and web browsers.

- Network devices configurations and support, strong skills in fault investigation, diagnosis and repair.

- Computer networks troubleshooting and network administration skills. Networking knowledge for local and wide area networks,

- Technical support for telecommunication system like AVAYA System, IP phones and other telecommunication systems and telephone specifications.

- IT operations support, security support, front desk IT support.

- I am quick to learn and understand different software systems.

- Strong analytical, writing, communication and interpersonal skills

HOBBIES

- As IT person, the things I enjoy the most is being in situation where I have to figure out something which needs much thinking, so this leads me to love puzzle games or trick questions or equations needs mathematical formula to get the results, other from that;

- I love watching football games though I practice basketball, I like watching the news on TV to know what is going all over the world.

- I like reading newspapers especially sports news, watching comedy movies.

- Finally the thing I love the most apart from GOD, family and my friends , I enjoy adventure life like going new places, discover interesting things on earth.

REFERENCES

Aimable Nshimiye
IT Manager, Kigali Marriott Hotel
Aimable.Nshimiye@marriott.com
Tel: +250788533038

Rwamucyo Ernest
Ambassador of Rwanda to India, Sri Lanka and Bangladesh
erwamucyo@minaffet.gov.rw
Tel: +919971001161

Ingabire Nicole
Director of Human Resources, Kigali Marriott Hotel
Nicole.Ingabire@marriott.com
Tel: +250788443312

I, the undersigned Kalisa Kennedy do here by declare that all information stated in this resume is true and correct to the best of my knowledge.