

NDOLI JEAN DAMASCENE

IT OPERATIONS ADMINISTRATOR • SYSTEMS ADMINISTRATOR • SOFTWARE DEVELOPER

CONTACT

Kigali, Rwanda
ndolijeandamascene@gmail.com
+250 789 312 765

CORE SKILLS

Linux & Windows Server	■■■■■
VPS / Cloud Hosting	■■■■■
Django, Python, C#	■■■■■
PostgreSQL / MySQL	■■■■■
HTML, CSS, JavaScript	■■■■■
Networking (TCP/IP, DNS)	■■■■■
SSL & Domain Management	■■■■■
Backup & Disaster Recovery	■■■■■
Cybersecurity Practices	■■■■■

CERTIFICATIONS

- ◆ NDG Linux Essentials
- ◆ Linux Unhatched
- ◆ IT Essentials
- ◆ Cybersecurity Administration
- ◆ Network Defense
- ◆ Firewalls & Cloud Security
- ◆ OS & Endpoint Security
- ◆ Ethical Hacker
- ◆ Responsive Web Design
- ◆ Foundational C# (Microsoft)

LANGUAGES

English — Professional
Kinyarwanda — Native

REFERENCES

- NGABONZIZA Emmy**
GCIC Ltd • 0788 307 304
- NDAHIRO George**
TrumpetNet / Codadev • 0785 072 120
- NDOREYAHU Eric**
ES Sumba • 0788 341 111
- RUTIKANGA Theogene**
GIRA Ltd • 0788 307 400
- TUYISHIME Viateur**
CPC Ltd • 0781 695 946
- HARERIMANA Pacific**
Urururi Rw'Icyizere • 0787 480 996

PROFESSIONAL SUMMARY

IT Operations Administrator, Systems Administrator, and Software Developer with over three years of experience supporting enterprise IT infrastructure, end-user computing, Linux and Windows environments, networking, cloud-hosted applications, and web platforms. Experienced in providing Tier 2 technical support, managing servers and networks, deploying business applications, maintaining IT security standards, and supporting digital transformation initiatives.

Strong background in troubleshooting hardware, software, network, and server issues while ensuring high service availability and operational excellence. Proven ability to coordinate IT projects, manage infrastructure deployments, improve operational processes, and provide excellent customer support across multiple organizations.

PROFESSIONAL EXPERIENCE

- **ICT Officer** — **GIRA Ltd**

June 2023 – Present

 - Provide technical support for employees by diagnosing and resolving hardware, software, networking, and system-related issues while ensuring minimal disruption to business operations.
 - Administer Linux servers, VPS infrastructure, and cloud-hosted services supporting enterprise web applications.
 - Install, configure, and maintain operating systems, applications, and ICT equipment while monitoring system performance and implementing preventive maintenance.
 - Manage backups, server security, DNS configuration, SSL certificates, and hosting environments to ensure business continuity and service reliability.
 - Coordinate deployment of internally developed business applications and collaborate with development teams to support production environments.
 - Deliver user training and technical guidance while maintaining ICT documentation and promoting compliance with organizational security policies.
- **ICT Officer** — **GCIC Ltd**

January 2025 – Present

 - Support daily IT operations by maintaining enterprise systems, network infrastructure, and business applications.
 - Administer hosting environments, monitor server performance, and provide technical assistance to staff across multiple departments.
 - Coordinate deployment of new software solutions, manage system upgrades, and maintain IT asset records.
 - Support cybersecurity initiatives through system monitoring and preventive maintenance.
 - Troubleshoot infrastructure, connectivity, and application issues while ensuring reliable technology services and accurate operational documentation.
- **IT Manager** — **CPC Ltd**

May 2024 – September 2024

 - Led the organization's daily IT operations by overseeing ICT infrastructure, server administration, network services, and user support activities.
 - Managed implementation of technology solutions, coordinated system deployments, and maintained backup and disaster recovery procedures.
 - Ensured the availability and security of business systems while working closely with

management to improve operational efficiency through technology.

● **IT Support** — **Urumuri Rw'Icyizere Ltd** *September 2023 – March 2024*

- ▶ Managed internal IT infrastructure and website hosting services.
- ▶ Provided support for web-based applications and hosting environments.
- ▶ Maintained network systems and ensured system uptime.

● **IT Officer** — **ES Sumba** *June 2021 – May 2023*

- ▶ Managed the school's ICT infrastructure by maintaining computers, servers, network equipment, and internet connectivity while providing technical support to staff and students.
- ▶ Installed and configured software, performed preventive maintenance, and supported digital learning platforms.
- ▶ Maintained ICT equipment records and delivered technical training to improve users' digital skills and effective use of technology resources.

SOFTWARE DEVELOPMENT PROJECTS

Designed, developed, deployed, and maintained multiple enterprise web applications including GlamourSearch, GCIC Platform, TrumpetNet, and Beyond Success Platform. Managed complete deployment lifecycles from development through production using Linux servers and VPS hosting environments. Configured domains, DNS services, SSL certificates, databases, backups, and server security while ensuring reliable application performance and continuous service availability.

HOSTING & INFRASTRUCTURE EXPERIENCE

Extensive practical experience managing production hosting environments using Linux servers, VPS infrastructure, cloud hosting platforms, cPanel, Hostinger, Contabo, and AfriRegister. Responsibilities have included server deployment, application hosting, DNS management, SSL implementation, system monitoring, backup administration, performance optimization, troubleshooting, infrastructure maintenance, and security management.

MOBILE APPLICATION DEVELOPMENT

- ▶ Verified Google Play Developer with two published Android applications currently available on the Google Play Store.
- ▶ Managed application deployment, updates, and developer console operations.

TRAINING EXPERIENCE

● **Technical Trainer** — **Codadev Training Program**

- ▶ Trained on technical instruction and training delivery methods.
- ▶ Provided training on application troubleshooting and Heroku deployment environments.
- ▶ Mentored developers on debugging and deployment practices.

EDUCATION

● **Bachelor of Science with Honours in Information Technology**

University of Rwanda | 2022 – 2026

● **Advanced Level (A2), Mathematics, Computer Science & Economics**

2018 – 2021