

ORION KABEZA

Kigali, Rwanda | +250 791 593 617 | orionkabeza@gmail.com
linkedin.com/in/orion-kabeza | github.com/orionkabeza | patient0.tech

PROFESSIONAL SUMMARY

Software engineering student and team lead who ships full-stack systems end to end, from frontend through API and database to load-balanced Linux deployment. Designed and deployed a live multi-server web application behind an HAProxy load balancer with TLS termination, health checks, and GitHub Actions CI/CD, and built a Python/Flask healthcare platform with USSD and mobile money integration for low-connectivity users. Leads a Tier-1 voice support team, where owning first-call resolution and schedule adherence makes operational metrics and reliability daily practice.

TECHNICAL SKILLS

Programming: Python, JavaScript, SQL, Bash

Web Development: HTML, CSS, JavaScript, React, Next.js, Leaflet

Backend: Flask, FastAPI, Express.js, REST API design and integration, third-party API integration

Databases: PostgreSQL, MongoDB, relational data modelling

DevOps and Infrastructure: Linux (Ubuntu), Nginx, HAProxy, load balancing, TLS termination, Docker, Docker Compose, GitHub Actions CI/CD, SSH key management, UFW, DNS, Google Cloud Platform

Tools and Practices: Git, GitHub, pytest, code review, technical documentation, Power BI, Postman

Domain: KPI instrumentation and dashboard design, USSD applications, mobile money integration

Languages: English (professional), Kinyarwanda (native), French (conversational)

EXPERIENCE

Team Lead, Tier-1 Voice | CCI Rwanda (Instacart Campaign) | Kigali, Rwanda | February 2026 - Present

- Lead a team of 15 Tier-1 voice specialists on an international e-commerce support campaign, owning first-call resolution, schedule adherence, and shrinkage as reported operational KPIs.
- Drive first-call resolution improvement through one-on-one agent coaching and root-cause review of repeat contacts, turning recurring failures into permanent process fixes.
- Authored the team standard operating procedure for customer service improvement (CS-SOP-001), covering CSAT and NPS uplift, now used as team reference documentation.
- Built an operations dashboard across approximately 300 support cases in Excel and Power BI to give the team visibility into service-quality metrics; currently rebuilding it as a web application.
- Named Best Team Lead of the Quarter twice.

Call Center Specialist | CCI Rwanda (Instacart Campaign) | Kigali, Rwanda | February 2025 - February 2026

- Handled high-volume Tier-1 voice contacts against quality and resolution targets; promoted to Team Lead after twelve months.

PROJECTS

Africa Disaster Early-Warning Map | JavaScript, Leaflet, Express.js, PostgreSQL, Nginx, HAProxy, Docker, GitHub Actions

- Built a live early-warning map consolidating NASA EONET, USGS earthquake, and OpenStreetMap Overpass data into one interface, addressing the lack of a unified regional hazard view.
- Designed the production topology from bare hosts: two Nginx/Express application servers behind a dedicated HAProxy load balancer with round-robin distribution, TLS termination, and an application-level health check.
- Added response caching to respect upstream rate limits and authenticated personalisation on PostgreSQL; containerised the stack with Docker Compose, automated deployment with GitHub Actions, and hardened servers with firewall rules and key-only SSH.

Patient_0 / MediConnect | Python, Flask, PostgreSQL, Docker, GitHub Actions, Google Cloud Platform

- Developed a telemedicine platform designed for real connectivity constraints in Rwanda, including USSD access so the service works on feature phones without internet.
- Implemented AI-assisted triage, mobile money payments, and Kinyarwanda language support to remove cost and language barriers; executed a hardening roadmap covering PostgreSQL migration, pytest coverage, Docker packaging, and CI.

Canvas MCP Server | Python, FastMCP, REST APIs

- Built and maintain an approximately 1,875-line Model Context Protocol server exposing a live Canvas learning management system through a documented tool interface; shipped file-upload support and fixed a hyperlink-extraction defect dropping links.

EDUCATION

BSc (Hons) Software Engineering | African Leadership University | Kigali, Rwanda | September 2025 - Expected August 2028

CGPA: 4.47. Relevant coursework: Web Infrastructure (DNS, proxies, load balancing, SSH, firewalls), Frontend Web Development, Python Programming and Databases, Linux and IT Tools.

LEADERSHIP AND ACTIVITIES

- Ubuzima Hub, African Leadership University - co-developed a rural digital health kiosk concept with a five-person team.
- TWUBAKANE Awareness Campaign and E-Lab Entrepreneurship Programme, African Leadership University.