

Pacifique Tuyizere

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SUMMARY

Network Operations Engineer and TechOps Risk Champion with IT experience since 2020, responsible for the availability, reliability and incident management of national-scale digital platforms serving millions of citizens at Irembo. Master of Science in Information Technology (cybersecurity and networking) from Carnegie Mellon University Africa, with applied depth in SLO-based monitoring, root cause analysis, ICT risk assessment, zero trust security design and IT audit (CISA in preparation). Independently developing ARIA, a self-hosted observability platform that keeps telemetry inside the institution, a practical answer to data sovereignty for government and regulated organizations that cannot send operational data abroad. Turns technical findings into the incident reports, dashboards and executive summaries that decision-makers act on.

PROFESSIONAL EXPERIENCE

Network Operations Engineer | TechOps Risk Champion

April 2025 - Present

Irembo Ltd, Kigali, Rwanda

- Monitor and maintain availability and reliability of national-scale digital service platforms serving millions of citizens, reporting service performance against SLA and SLO targets.
- Lead incident management: detection, triage, escalation, resolution and root cause analysis across multiple platforms, with incident communications for management and stakeholders.
- Designated TechOps Risk Champion, assessing ICT operations against international standards (ISO 27001, NIST) and recommending corrective action plans to reduce service risk.
- Build and maintain SLO-first alerting policies, error-budget frameworks and operational dashboards in New Relic across five production platforms, directly supporting SLA performance tracking.
- Led Operation Green, a two-phase platform readiness initiative across IremboGov2, IremboUSSD and IremboPay, and designed the daily status format used to keep stakeholders informed.
- Contributed to a partner-outage impact view and request-level service attribution, and to a proof of concept for a more accurate uptime calculation; analyze logs and telemetry to support problem management.

Quality Assurance Intern (Product Department)

June 2026 - August 2026

Spurt! / SpurtX!, Remote

- Audited event tracking across 65 surfaces in six SpurtX! products and consolidated the results into 17 root-cause issues, each with severity, reproduction steps and a recommended action.
- Authored a 38-test Playwright regression suite and an executive summary for mixed technical and non-technical leadership.
- Documented the audit's scope limits and requested data warehouse access to close them; supported defect tracking and verification of fixes before release.

Graduate Teaching Assistant - Information Systems Audit & Standards

January 2026 - May 2026

Carnegie Mellon University Africa, Kigali, Rwanda

- Delivered instructional support on IT audit frameworks, systems controls, and compliance standards aligned with ISACA methodology.
- Guided students in evaluating IT control environments and preparing structured audit findings and recommendations.

Graduate Teaching Assistant - SEC Ops

August 2025 - December 2025

Carnegie Mellon University Africa, Kigali, Rwanda

- Supervised graduate students in a SOC analyst simulation program covering threat detection, incident response, and security monitoring operations.
- Reinforced best practices in log analysis, alert triage and incident documentation.

CEO & Lead Software Developer

March 2024 - October 2025

Rhythm Box Associations Ltd, Kigali, Rwanda

- Led delivery of multiple client software products, including a gaming platform, school management system, and e-commerce applications, with direct ownership of testing and deployment quality.
- Coordinated cross-functional teams to ensure system reliability and client satisfaction across concurrent project deliveries.

Software Developer

April 2023 - March 2024

BScholarz, Kigali, Rwanda

- Designed and executed manual test scenarios to validate application functionality and identify operational risks prior to release.
- Supported change management processes, ensuring releases met defined quality and operational standards.

IT Volunteer

January 2020 - August 2022

Ruhengeri Referral Hospital, Musanze, Rwanda

- Supported ICT operations in a regulated healthcare environment, ensuring adherence to institutional policies and IT usage standards.
- Provided user education on IT procedures and assisted in maintaining documentation for system processes.

EDUCATION

Masters of Science in Information Technology

September 2024 - May 2026

Carnegie Mellon University, Africa

Bachelor of Information Technology

September 2019 - November 2024

University of Rwanda, Kigali, Rwanda

KEY PROJECTS

ARIA: Sovereign Observability and Incident Intelligence (AIOps)

April 2026 - Present

- Self-initiated, solo-developed observability platform that keeps metrics, logs and traces inside the institution, addressing the data-sovereignty limits of government and regulated organizations.
- Built a multi-VM lab (Prometheus, Grafana, Loki, OpenTelemetry) and an analysis pipeline that correlates signals to rank likely causes; a local language model explains findings but does not make the decision.
- Simulations indicate the approach is feasible; accuracy testing and operator dashboards are next. Designed for use across several institutions, with no environment-specific assumptions.

Zero Trust Cloud Security Implementation — Husk Power (India & Nigeria)

August 2025 - December 2025

- Designed and implemented a Zero Trust security architecture for a global clean energy company using Azure AD, MFA, RBAC, network segmentation, Azure Key Vault, and Azure Monitor.
- Integrated security automation into CI/CD pipelines to enforce compliance controls and ensure continuous adherence to security standards across development and production environments.
- Conducted risk assessments and documented security controls aligned with cloud governance frameworks, producing findings and remediation recommendations for organizational leadership.

CERTIFICATIONS

- CISA (Certified Information Systems Auditor) — In Preparation, ISACA
 - SOC Analyst, Network Research, Python Fundamentals, Linux Fundamentals, Intro to Cybersecurity — ThinkCyber Ltd.
 - Introduction to Cybersecurity — Cisco | Technical Support Fundamentals — Google | Managing Network Security — Coursera
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TECHNICAL SKILLS

NOC & Operations: Incident and problem management, service availability monitoring, SLA/SLO performance tracking, escalation handling, root cause analysis, incident communications

Monitoring & Automation: New Relic (NRQL), Prometheus, Grafana, Loki, OpenTelemetry, log analysis, alerting policy design, AIOps pipeline development

Networking & Security: TCP/IP, VLANs, routing and switching fundamentals, VPNs, network segmentation, Azure AD, MFA, RBAC, Zero Trust principles, SOC monitoring and triage

Systems & Scripting: Linux administration, Python scripting, TypeScript, technical reporting, audit-aligned documentation

Audit, Risk & Quality: ICT risk assessment (ISO 27001, NIST), IS audit methodology (ISACA), test automation (Playwright), defect tracking, requirements and executive reporting

Languages: English (fluent), French (basic), Swahili (Basic), Kinyarwanda (native)

REFERENCES

1. Edwin Kairu — Teaching Professor, Cybersecurity, CMU Africa | Email: ekairu@andrew.cmu.edu | Phone: +250794423501
 2. Jema David Ndibwile — Assistant Teaching Professor, Cybersecurity, CMU Africa | Email: jndibwil@andrew.cmu.edu | Phone: +255 755 699 886
 3. Dominique Muhire — Former Manager, Irembo Ltd | Email: muhiredominique.md@gmail.com | Phone: +250 785 750 494
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