GOPINA NADJI REX

IT Support Specialist & Machine Learning Engineer

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PROFILE

IT Support Specialist with 3+ years of frontline technical support across five Web3 and blockchain platforms, helping a combined community of 50,000+ members. Based in Kigali and used to working fully remote. Currently pursuing a Master's in Information Technology and applying machine learning to automate technical support.

EXPERIENCE

Technical Support Specialist Feb 2023 – Present

Trust Wallet (Trust Squad) · BNB Chain (Martian) · Lista DAO · Prodigy.Fi · RiteStream

- About 100 support conversations a week on Discord and Telegram: wallet access, transactions, authentication and onboarding.
- Diagnosed complex incidents and escalated them to engineering with structured bug reports.
- Detected and reported 100+ scam, phishing and impersonation attempts, keeping the community safe.
- Wrote troubleshooting guides and FAQs that reduced repeat tickets.
- Moderated a 15,000+ member DeFi community at Prodigy.Fi.

Machine Learning Intern Feb 2026

Future Interns

- One-month internship building 3 end-to-end ML systems: sales forecasting, ticket auto-classification and resume screening.
- Built a support-ticket classifier (NLP, TF-IDF, logistic regression) applicable to helpdesk automation.
- Evaluated models with MAE, RMSE and accuracy in reproducible Jupyter notebooks. Certificate and recommendation letter awarded.

SELECTED PROJECTS

Support Ticket Classifier 2026

TF-IDF + Logistic Regression · Python, Scikit-learn, NLTK

- ML pipeline that ingests raw support tickets and classifies them by category, as a baseline for helpdesk automation.

COMIS: AI-IoT Cooperative Management System 2025 – 2026

Lead full-stack developer, ISABANE Rice Cooperative, Rwanda · Node.js, React, MongoDB

- Farmer registry, delivery tracking, payments and KPI dashboards, with IoT smart-scale integration (ESP32), SMS notifications via Africa's Talking and AI analytics.

FraudGuard AI 2026

Real-time fraud detection API · Python, Flask, Scikit-learn

- Flask API serving two fraud-detection models (card and mobile money), with a live analytics dashboard, API-key authentication and automated email alerts.

Ticket Bus CM 2024 – 2025

Final-year project, co-developed · Ionic/Angular, Node.js, MongoDB

- Full-stack mobile bus-ticketing platform with secure payments and booking management, co-led deployment and post-launch maintenance.

SKILLS

- IT Support: Helpdesk, ticket triage, incident response, remote support, user onboarding
- Security: Fraud detection, phishing detection, user education
- Systems: Windows, Linux, macOS
- Machine Learning: Scikit-learn, Pandas, NumPy, NLP / TF-IDF
- Web3 / Blockchain: BNB Chain, Trust Wallet, DeFi, DAO
- Programming & Tools: Python, C, Java, Zendesk, Git, Notion, Jupyter

EDUCATION

Master in Information Technology Jan 2026 – Dec 2027

University of Lay Adventists of Kigali, Rwanda

Bachelor in Fundamental Computer Science 2020 – 2025

University of Dschang, Cameroon

CERTIFICATIONS & LANGUAGES

- Machine Learning Internship Certificate, Future Interns (2026) · AI Fundamentals with Capstone Project, IBM SkillsBuild (2025) · Data Analysis Nanodegree, Udacity (2025)
- English (professional, written and spoken) · French (fluent) · Nangjere (native)