

Roberto Brian Sugira

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EDUCATION

Abilene Christian University | Honors College | B.S. Computer Science | BBA Finance | GPA: 3.5+Expected May 2028

Awards: ACU Presidential Scholarship, High School Valedictorian, Bridge2Rwanda Scholar, LeFrak-Friedberg Program Scholar | Courses: Financial Accounting, Data Analytics, Algorithms, Data Structures, OOP, HCI, Discrete Mathematics

SKILLS

Analytical & Operations: Data analysis, process documentation, workflow design, requirements gathering, process optimization, regulatory reporting awareness

Technical: Python, SQL, PostgreSQL, Excel (formulas, pivots), GPT API, RAG pipelines, LlamaIndex, pandas, Git, GitHub

Client & Communication: Stakeholder management, cross-functional collaboration, training material development, client onboarding support

Languages: English (fluent), Kinyarwanda (native), French (proficient), Sign Language

EXPERIENCE

AI Extern | Pfizer | *Extern Program* | RemoteFeb 2026 – Present

- Processing pharmaceutical vendor files end-to-end using AI pipelines — handling data extraction, classification, and document retrieval with full accuracy and compliance requirements, mirroring the precision and operational control standards required in regulated financial environments.
- Developed a RAG-based document retrieval system using LlamaIndex and open-source LLMs (Mistral, Phi-2), conducting systematic benchmarking of retrieval accuracy and routing performance — producing a technical report with trade-off analysis and deployment recommendations.
- Managing the full project lifecycle independently — from requirements through evaluation, documentation, and demo delivery — demonstrating the initiative and end-to-end ownership this role requires.

Professional Development Student Coach | Abilene Christian University | Abilene, TXAug 2025 – Present

- Managed day-to-day servicing of 150+ students — logging and resolving advising inquiries, tracking outcomes, and proactively identifying trends in placement data to improve the student experience across the department.
- Partnered with 10+ faculty stakeholders to capture requirements and consolidate scattered resources into a centralized platform — improving access, reducing inquiry volume, and streamlining client-facing operations.
- Co-facilitated onboarding and training sessions for students entering career programs, achieving a 40% improvement in interview callback rates and 30% increase in internship application rates through iterative process improvement.

Technology Fellow | Bridge2Rwanda | Ministry of Education | Gicumbi, RwandaMar 2023 – May 2024

- Led a 20-member technical team coordinating with the Rwandan Ministry of Education across 5 provinces — managing complex cross-border implementation, liaising with government stakeholders at multiple levels, and delivering network infrastructure across 50 schools on time and within scope.
- Managed operational risk throughout deployment — proactively identifying, escalating, and resolving infrastructure issues across geographically dispersed sites to ensure service continuity for thousands of students.
- Facilitated client onboarding and training for students and teachers across all 50 schools, enabling independent navigation of all deployed technology systems — directly improving adoption and service outcomes.

IT Support Assistant | Abilene Christian University — Information Technology | Abilene, TXAug 2024 – Present

- Managed user access controls, MFA setup, and credential resets for 2,000+ users; resolved technical inquiries in real time across 30+ campus events annually maintaining 100% operational uptime.

SELECTED PROJECTS

Praytell — Content Management Database — PostgreSQL, PostGIS, SQL, Git2025 – Present

- Collaborated with faculty advisor Dr. Brent Reeves to design a full database system (15+ tables, 300+ fields) with 15+ SQL analytical views — translating stakeholder requirements into structured reporting and operational insights across geographic regions.

Epilepsy Diagnosis LLM — AI4All Program — Python, pandas, scikit-learn, HuggingFace2025

- Collaborated equally with a team to build and evaluate an LLM classification model on Kaggle clinical data — handling data cleaning, model training, and architecture evaluation with full documentation for reproducibility.

ORGANIZATIONS & INTERESTS

LeFrak-Friedberg Program Scholar (Bank of America NYC Office Visit, Dec 2025) | SIGCHI Member | AI4All Alumni | Abilene Fencing Club | Piano Enthusiast