

# Alice Uwase

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## Professional Summary

Detail-oriented and adaptable Junior IT professional with experience in technical support, transcription, and training. Proven expertise in using Figma and Sketch for UI/UX design, combined with strong analytical and communication skills to deliver innovative solutions.

## Skills

### Soft skills

- Communication & Interpersonal Skills
- Organizational & Time Management
- Problem-Solving & Analytical Skills
- Team Collaboration and Adaptability

### Technical Skills

- Strong typing skills
- HTML/CSS Web Development
- Proficient in Figma and Sketch for UI/UX design
- Proficient in Microsoft Office Suite and Google Workspace

## Experience

### Junior IT Staff

*The Mailbox Club, Rwanda*  
*September 2021 - Present*

- Provided technical support to 50+ employees, ensuring prompt issue resolution.
- Streamlined IT operations, reducing response times by 20%.
- Enhanced team collaboration by introducing digital tools, improving project efficiency.

### Transcriber

*Fate Consulting LTD, Kigali*  
*February 2024 - May 2024*

- Delivered 100% accurate transcription services for audio/video files under strict deadlines.
- Improved workflows to achieve 30% faster project completion.
- Fostered positive client relationships through exceptional communication.

**Trainer**

*Science & Tech Club, Kigali*

*February 2022 – August 2023*

- Designed and delivered workshops for 50+ students on Microsoft Suite and Google Workspace.
- Increased participant engagement by 25% through innovative learning materials.
- Mentored students, fostering interest in STEM fields.

**Education**

***BSc. (Hons) in Software Engineering***

*African Leadership University, Rwanda*

*May 2024 – Present*

**Achievements**

- Recognized for Outstanding Contributions to organization's outreach program.
- Honored for Consistently Exceeding Expectations in providing technical support.
- Demonstrated Excellence in Google workspace & Microsoft suite