

# Curriculum Vitae

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## Experience

### All In One Collection Ltd

Gisenyi, Rwanda

Online Service Provider

(October 2020 – November 2022)

- Handled customer service queries and managed online transactions.
- Responded promptly to customer inquiries and provided detailed product information.

### Triples Business Group Ltd

Gisenyi, Rwanda

Technical Support Intern

(January 2024 - October 2024)

- Delivered technical support to customers via email, chat, and phone.
- Troubleshoot and resolved basic software and hardware issues.
- Guided customers in navigating software and hardware systems.

### University of Tourism Technology and Business Studies (UTB) -

Rubavu, Rwanda

Minister of Social Affairs

(march 2021 – May 2022)

- Organized events and initiatives to support student welfare and engagement.
- Collaborated with the student council to address and resolve social concerns effectively.
- Fostered a sense of community and inclusiveness across the university.

### UTB (ICDL Trainer)

Rubavu, Rwanda

ICDL Trainer

(October 2023)

- Trained students in ICDL, covering essential computer skills such as Microsoft Office applications and
- Developed and delivered structured lesson plans tailored to various skill levels.
- Mentored students to ensure successful certification.

## Education

University of Tourism Technology and Business Studies (UTB) - Rubavu, Rwanda

Bachelor of Business and Information Technology (BIT)

(September 2020 - Sept 2023)

Graduation Date: 22/11/2024

## Certifications

- International Computer Driving License (ICDL)
- Introduction to Cybersecurity - Cisco Networking Academy
- Certificate of Appreciation - Devtown

## **Skills**

Technical Skills:

- Proficient in MS Word, Excel, Access, PowerPoint, and Internet Navigation.

Soft Skills:

- Strong organizational, communication, and creative problem-solving abilities.

Languages:

- Fluent in Kinyarwanda and English; Good in Kiswahili.

## **References**

Shema Frank, Managing Director - All In One Collection Ltd

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Eng. Ndatimana Samuel, ICT Lab Attendant - UTB Rubavu

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Kayishema, Manager - Triples Business Group Ltd

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