



## Faith Irakoze

Student

Kigali, Rwanda

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[faisgaga12345@gmail.com](mailto:faisgaga12345@gmail.com)

1. **2016-2021:** High School International Baccalaureate Diploma in Business Management, History and Environmental Science.  
Completed at Green Hills Academy in Kigali, Rwanda.
2. **January-March 2022:** Attestation de suivi de cours de Francais general de niveau B1.1  
Completed at Institut Francais in Bujumbura, Burundi.
3. **April 2022-August 2022:** Studied courses in Business Administration  
International Leadership University in Bujumbura, Burundi.
4. **Jan 2023-to date:** Pursuing a Bachelor's degree in Business Administration  
Studying at the Unicaf University of Zambia.
5. **September 2024-to date:** Pursuing a Bachelor's degree in Software Engineering  
Studying at African Leadership University

## Languages

- English: Fluent
- French: Good
- Kinyarwanda: Fluent

## **PROFESSIONAL EXPERIENCES**

1. 25<sup>th</sup> August-19<sup>th</sup> November 2023 in Kigali Rwanda

### **ISON BPO RWANDA LIMITED**

Position occupied: Customer Care Executive

Tasks performed:

- Introducing Bralirwa's Distribution Management System (DMS) to its local distributors.
- Professionally training distributor's facilities on DMS features.
- Recording customer's information in DMS.
- Creating and printing customer invoices.
- Applying promotion on a range of products.
- Performing stock transfer reports between distributor's depots.
- Generating purchase orders and sales orders.
- Controlling inventory stock registers in DMS.
- Keeping the physical stock and DMS stock well-adjusted.
- Conducting vendor and customer returns.

2. 5<sup>th</sup> July-23<sup>rd</sup> August 2019 in Kigali Rwanda

### **EDUCATION DEVELOPMENT CENTRE (EDC) in the Private sector**

Position Occupied: Intern

Tasks performed:

- Managing incoming and outgoing letters.
- Conducting equipment inventory.
- Performing physical inventory checkup.
- Constructing monthly stock reports.
- Analyzing and comparing prices from different vendors using a Bid Analysis.
- Generating Travel Authorization and Travel Advance Request forms.

## REFERENCES

Name: Melissa Umutoni

Function: Receptionist

Company: EDC (Education Development Centre)

Email: [mumutoni@edc.org](mailto:mumutoni@edc.org)

Name: Liliane Ngwinutete

Function: Human Resources Executive

Company: ISON Xperiences Rwanda

Phone number: 0782168398

## INTEREST CENTRES

- Volunteering and Social service
- Customer care services
- A travel and adventure lover
- Piano playing skills