



# ISINGIZWE HILDE NANCY

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📍 KK 611 St, Kicukiro, Kigali

## ABOUT ME

I am a hardworking, courageous, and good team player, committed to improving lives across the globe by creating affordable and accessible tools based on my knowledge and skills.

## EDUCATION

### Specialization Certificate in UI/UX Design

California University of ARTS  
2023 - 2024

### Bachelor of Science with Honors in Information Systems

University of Rwanda  
2017 - 2023

### Advanced Certificate in Maths, Computer Science and Economics

Marie Adelaide Secondary School  
2014 - 2016

## LANGUAGES

English  
French  
Kinyarwanda

## WORK EXPERIENCE

○ Jan 2023- Present  
I5-SAFE LTD

### IT Technician

I played a key role as an individual team member. I focused on setting up and maintaining computer systems to make sure they worked smoothly. I also helped solve problems with the company's computer network, providing technical support. Additionally, I offered assistance with network printers, making sure they ran well. I didn't stop there; I provided one-on-one help to colleagues who needed technical guidance. My dedication to technical work and problem-solving makes me a valuable addition to any team.

○ May 2022 - Dec 2022  
Blu Club by Raddison Blu Hotel Kigali  
Sales and digital marketing

My primary responsibilities included reaching out to customers via phone calls to create new leads and potential business opportunities. I also focused on following up with existing leads to sales opportunities, providing valuable support to the leads and sales team. Later, as a Digital Marketing Agent at Park Inn Hotel, I specialized in selling Blu Club Membership cards, ensuring guests had access to exclusive benefits.

○ August 2021 - April 2022  
Kicukiro District Internship  
IT Support

I helped people at Kicukiro District Office with their tech needs, this includes installing anti-viruses to keep their laptops secure, diagnosing them for problems, and helping them to install and keep up-to-date updates and essential software like Microsoft Office 2019 and Office 365.

## REFERENCE

**NSENGIMANA Cyprien**  
I5-SAFE LTD / Managing Director

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