HONORINE ISHIMWE TWAHIRWA
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LinkedIn • **GitHub**

Ambitious and results-driven Computer Science student with hands-on experience in software development, academic projects, and web technologies. Skilled in both technical and client-facing roles through prior experience in customer support, administration, and healthcare. Strong communication, adaptability, and attention to detail, with a passion for learning and using technologies to solve real-world problems.

SUMMARY OF SKILLS AND QUALIFICATIONS

Operating Systems | Windows 365 • Linux • Unix
Tools & IDEs | Word • Excel • PowerPoint • Access • Eclipse • Visio • VS Code • Visual Studio (.NET)
Programming | Java • Python • JavaScript • HTML • CSS • Node.js • React.js • C# • MySQL • NumPy • Pandas •Typescript • Tailwind CSS •Bootstrap
Languages | French Spoken & Written – fluent • English Spoken & Written – fluent
Core Competencies |Data Analysis • Machine Learning(Foundations) • Python Scripting • Full-Stack Web Development • Debugging & Troubleshooting • Team Collaboration • Git • ML Pipelines • Problem Solving • Communication

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EDUCATION
Concordia University, Montreal, Quebec
Bachelor of Computer Science (2024-Ongoing)

Relevant Courses: Machine Learning (in process), Object Oriented Programming, Data Structures and Algorithm, and Web Development.

Southern New Hampshire University, Kepler Program, Kigali, Rwanda
Bachelor of Arts in Healthcare Management with a concentration in Global Perspective (2017 - 2020)

PROFESSIONAL EXPERIENCE

Passport Health
Customer Support Representative (September 2024 – Present)

- Assisting clients with inquiries related to travel health services and vaccinations.
- Managing client information accurately using internal systems and ensuring compliance with privacy regulations.
- Supporting team operations by coordinating administrative tasks and maintaining organized documentation.

Manulife
Sales Support Senior Associate (May 2024 – August 2024)

- Conducted quality control of financial and retirement plan documents to ensure accuracy and compliance.
- Coordinated with advisors and institutions to resolve discrepancies and meet client needs efficiently.

Customer Service Professional (June 2022 – May 2024)

- Handled client inquiries related to pension plans, including enrollments, withdrawals, and transfers.
- Proactively followed up on client requests to ensure timely resolutions.
- Maintained meticulous records to ensure data accuracy and compliance with company standards.

CIUSSS Centre-Ouest d'Île-de-Montréal, Montreal, Quebec
Administrative Agent (April 2021 – June 2022)

- Assisted with vaccination appointment bookings, system data entry, and corrections.
- Provided accurate information to citizens regarding COVID-19 procedures and vaccination passports.
- Documented and resolved client requests promptly and professionally.

PROJECTS

SpotMood – Mood-Based Spotify Playlist Generator: Designed, Built and deployed a full-stack music recommendation web app using Next.js, Node.js, and Tailwind CSS, and MySQL. Integrated Spotify APIs to generate playlists based on user selection, OAuth 2.0 for secure login, applying early-stage recommendation logic inspired by user sentiment.

Pet Adoption Website: Designed and implemented a responsive, full-stack web platform for pet adoption using HTML, CSS, JavaScript, and Express.js. Developed modular backend logic with RESTful APIs, enabling users to seamlessly browse and interact with pet profiles across multiple devices.

LinkedList Implementation – Academic Java Project (OOP): Created a Java-based linked list for managing mobile inventory with features like insertion, deletion, and traversal, including file I/O and deep cloning for data integrity.

Bookstore Managing System – Academic Java Project (OOP): Built a console-driven bookstore system in Java to process and validate book records from text and binary files, featuring error handling and user-friendly navigation.

HACKATHONS & EVENTS
Participated in the 48-hour @Hack Cybersecurity Hackathon (March 1-2, 2025), collaborating with a team to analyze simulated cyber threats, apply ethical hacking techniques, and propose secure system design solutions under real-world time constraints.