

INGABIRE Marie Immaculée

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Profile: A young visionary Software Engineer experienced in all facets of manufacturing and engineering environments. Strong work ethic with problem-solving skills with meticulous attention to detail. Excellent communication skills in conjunction with excelling in performance result either individually or within a team environment.

EDUCATION

- **SheCanCode graduate :coding program** May 2022- Dec2022
- **University of Rwanda; College of Science and Technology** 2011-2015
Bachelors of Electronics and Telecommunications Engineering degree
- **Lycée Notre Dame De Cîteaux**
Advanced Level: Mathematics -Physics and Chemistry 2007-2010
- **Ordinary Level** 2004-2007

WORK EXPERIENCE AND INTERNSHIPS

- **Rwanda Youth in Agribusiness Forum/Minagri: Intern** 2022-2023
Data Collection and Data Entry for Market food prices
- **Global Professional Services in Eswatini :** March -Dec 2020
Role: Software Developer Intern

Description:

- Provided beneficial technical support and customer service to clients researched and analyzed client' issues, and maintained various PC hardware and software.
 - Installed operating systems, configured servers, and worked on the development and implementation of new processes and procedures to increase the quality and efficiency of customer service as much as possible
 - Coordinated new employees and pro-actively participated in weekly team meetings with managers and the Board of Directors.
 - Maintained documents and records, executed various clerical duties, and performed other tasks as required.
 - Identified problems and suggested solutions to the customers.
- Delivering technical support over the phone, email, or in-person to the customer

- **TRES (Trust Engineering Solution)Ltd, Telecom company** Sept2015-May2017
Intern
 - Testing, troubleshooting and correcting Antenna and RF Line
 - Perform and analyze drive testing; walk test in Network Optimization
 - Auditing training on Quality Management Systems: QMS ISO 9001:2015
 - RBS configuration, Mini-link Transmission, routing and switching
- **Equity Bank :Relationship Officer Operation** May 2017- June 2019
Customer call center and data support Entry with MS excel and power point

VOLUNTEERING AND ACCOMPLISHMENT

- **Certificate and Volunteerism at Power-Africa IEEE Conference 2022(IEEE: Institute of Electrical and Electronics Engineers):** Customer care support
- **Volunteering at Rwanda Youth in Agribusiness Forum /MINAGRI:** Monitoring market prices for various commodities as settled in the system of e-Soko.
- **Certificate of Toastmasters International Public speaking club**
- **Certificate of Akazi Kanoze Youth empowerment**
- **Women in innovation Program Certificate**

SKILLS

- Customer Support services
- Microsoft excel, Microsoft word, Microsoft Power Point, Outlook
- Computer skills and coding: Html, CSS, JavaScript ,React ,NodeJs, Mongo DB, UI-UX Design
- Communication skills
- Leadership skills
- Time management skills, soft skills ,self-awareness skills

LANGUAGES USED

- **English ,French and Kinyarwanda** :Fluently and Intermediate both speaking and writing

I hereby certify that the information given above is true to my knowledge