

FRANK NIYONKURU

CONTACT

Nyarugenge-Kigali-Rwanda

+250780492545

niyobfrank@gmail.com

SKILLS

- Inbound call management
- Team development
- Client communication and communication skills
- Brand representation
- CRM software
- Data entry
- Computer Aid Design (CAD)
- Computer skills (word, excel, power point)
- Driving license (category B)
- Creative and self-motivated
- Good photographer

PROFESSIONAL SUMMARY

My key strengths include Data entry, computer skills, self-motivated, ability to understand and meet customer need. I am confident that my skills according to education and other practical experience makes me a valuable asset to your organization.

EXPERIENCE AND QUALIFICATIONS

DRIVING LICENCE

- Category B – in 2022

ISON Experience | Kigali, Rwanda

- May 2022 – November 2023

Customer Service Agent

- Direct phone calls to shorten service time and conversations towards targeted solutions.
- Combined active listening skills, personal communication expertise to determine best solution to each caller.

EDUCATION

- May 2023

Advanced diploma A1 – Production and Manufacturing Technology

Integrated Polytechnic Reginal Center (IPRC) Kigali | Kigali, Rwanda

- March 2020

Vocational Training – Photography

Kigali International Art College (KIAC) | Kigali, Rwanda

- November 2018

Advanced Level A2 – General Mechanics

Integrated Polytechnic Reginal College (IPRC) Karongi | Rwanda

LANGUAGES

Kinyarwanda
Bilingual
Mother language

English
Fluent
Learning institution

CERTIFICATIONS AND INTERNSP

- 2017 I had an internship in RWANDA PLASTIC INDUSTRY
- 2019 I was attended trainings about Forex Trading and Cryptocurrency