

JULES GATETE

Rwandan | Kigali, Rwanda | +250789171829

gatetejules1@gmail.com |  Jules Gatete

SUMMARY

I am a versatile tech enthusiast with a passion for driving technological solutions and fostering growth. I excel in software engineering, possessing a growth mindset and quick adaptability. I thrive in environments that demand innovation and collaboration, and I am committed to leveraging my skills and efforts to become an expert.

EDUCATIONAL BACKGROUND

African Leadership University (ALU) – Kigali, Rwanda 2022-2025
BSE. Bachelor's in Software Engineering

Gitwe Adventist College (CAG) - Southern province, Rwanda 2018-2021
A2 diploma in Mathematics Physics and Computer science (MPC)

PROFESSIONAL WORK EXPERIENCE

Customer support & IT outreach specialist representative Mar 2024 – June 2024

M365 Connect (M365 Group SIA) – Remote.

- Conduct cold calls and outreach efforts to potential IT clients and freelancers, explaining services and the value we bring.
- Maintain a high level of professionalism and resilience, continuing to engage prospects despite challenges or initial rejections.
- Utilize excellent English communication skills to clearly convey messages and foster relationships.
- Manage communications across multiple channels, ensuring all interactions align with our brand and service standards.
- Collaborate with recruitment and marketing teams to align strategies and enhance outreach effectiveness.
- Demonstrate a high awareness level of industry trends to effectively engage with tech-savvy clients and candidates.

Business Development and Sales Extern

Jan 2024 – Mar 2024

Extern, Thematic – Remote.

- Identified ideal customer personas and sourced potential leads
- Articulated Thematic's unique value proposition and customized cold outreach to leads
- Compiled business development insights
- Delivered recommendations live to Thematic leadership
- Managed time autonomously to complete multiple projects
- Promoted to Ambassador within Extern's Ambassador Program for outstanding performance, promoting externship opportunities and guiding applicants through the application process.

LT1 Virtual Customer Support, Technical support & Call Center Representative

2021 – 2023

WEC outsourcing (Pearson Vue) – Kigali, Rwanda.

- Supported and advised students taking professional online courses.
- Answer calls from customers and troubleshoot technical issues.
- Worked on content moderation and Engage in digital marketing to promote courses on the WECLearn website.
- Excelled in supporting customers during Pearson VUE's online exam sessions.
- Resolve technical issues to ensure a seamless experience for users.
- Monitor interactions and provide timely feedback.
- Address concerns via calls, chats, and emails

Software Projects Experience

1. SmartHarvest App

The app is designed to help gardeners navigate their garden with ease by providing real-time information about their plants and disease detection. Features include smart plant diagnosis and user-friendly image upload. We did this as a team in a 4-day hackathon.

Technology Used: Jupyter Notebook, Python, PowerShell

Type: Team Project

2. SmartBin

A waste management system dedicated to environmental sustainability. The project is dedicated to transforming waste into valuable resources, fostering a sustainable future through innovative recycling solutions.

Technology Used: Python, HTML, CSS

Type: Team Project

3. ejtos-react_budget_app

A budget app built using JavaScript, React.js, HTML, and CSS.

Technology Used: JavaScript, React.js, HTML, CSS

Type: Self-Directed Project

4. MYM Project (Mind Your Mind Hub) <https://mind-your-mental-hu-b.vercel.app/>

The platform aims to offer accessible resources, connect users with mental health professionals, and foster a supportive community through educational content, counseling services, and personal testimonials.

Technology Used: Django, React, Bootstrap, CSS, HTML

Type: Self-Directed Project

Check others on my GitHub...(<https://github.com/Jules-gatete>)

CERTIFICATIONS

- MS 365 fundamentals-Microsoft
- Python Programming from coursera
- IBM introduction to Cloud Computing
- IBM WEB Development with HTML,CSS&JS
- IBM Git&Github
- LinkedIn marketing certificates
- CDMD (Cloud Deployment & Maintenance Development)
- Leadership and Interpersonal skills
- Certificate of Completion in Business Development and Sales Externship
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SKILLS

- Web Development & Design
- Digital Marketing
- Communications
- Microsoft 365 Apps and Services
- Networking
- Troubleshooting
- Maintenance
- CRM (OnVUE app)
- IT Support

INTERESTS&HOBBIES

- Mental health
- Reading books
- Football
- art & design
- Technology

LANGUAGES

- Kinyarwanda - native
- English - Fluent
- Kiswahili - Beginner