

TRESOR DAN MINOR NGABIRANO

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DOB:2022-07-10

## PROFILE

Detail-oriented professional with excellent communication, interpersonal and creative thinking skills. Responsible person with good judgment, time management and a flexible schedule. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently told to be hardworking by my peers, I can be relied upon to help your company achieve its goals.

## SUMMARY OF QUALIFICATIONS AND SKILLS

- Expert with computers and various software including Microsoft Office (Excel: organize and manipulate data, Word: the three-column page layout, insert graphics, Spelling Grammar, Word Count, and other options, Outlook, PowerPoint.
- Accurate keyboard typing.
- Languages : English, French.
- Self-motivated team-player with great interpersonal skills. Ability to build and maintain collaborative working relationships and ability to communicate orally and in writing.
- Dedicated to continuous personal development and education.
- Detail-oriented, efficient time management, and multitasking skills.
- Ability to work in a team environment, as well as independently.
- Able to work continental shifts.

## EDUCATION

Mathematics, Computer Science and Economics (M.C.E)

High School Diploma [07/2021]

Kigali Christian School

Kigali, Rwanda

## PROFESSIONAL EXPERIENCE

Saw Operator

Can Art Aluminum Extrusion [09/2023-currently]

- operate the saw machine in an efficient manner while maintaining the quality and safety standards.
- Follow the work order specifications.
- Inspect cut length and check part dimensions.
- Perform PM checks on the machine daily and report any malfunction to the supervisor.
- Data entry into EPICS software.
- cutting samples and test samples for the quality department.
- Responsible for packers and their break rotations.
- Set up saw machine according to specifications, adjusting settings for blade depth, speed, and angle, resulting in precise and smooth cuts for different work orders. inspected and measured materials before and after cutting, utilizing callipers and other measuring tools to ensure conformity to specifications and minimize waste.
- Collaborated with team members to prioritize and schedule cutting orders, optimizing production flow and meeting tight deadlines while maintaining high quality standards.

Lead Packer [12/2023-09/2023]

Can Art Aluminum Extrusion

- Ensuring optimal productivity and adherence to quality standards.
- Streamlined packaging processes by implementing efficient techniques, resulting in an increase in daily output.
- Conducted regular inspections and quality checks on packed products, reducing errors and improving customer satisfaction. Cover my saw operator when needed.

Econet-Leo [02/2020 - 03/2022]

Customer Service call center

Bujumbura, Burundi

- Responsible for conducting telephone calls with people throughout Burundi and other branches.
- Developed interpersonal skills while answering inquiries and assisting clients with purchases in a bilingual environment.
- Enhanced productivity by staying on top of call scripts and maintaining control over the direction of conversations.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.

- Fielded customer questions regarding available merchandise, sales, current prices, and upcoming company changes.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.

Banque de Credit de Bujumbura (BCB) [07/2018- 02/2020]

Customer service Representative

Bujumbura, Burundi

- Full-time position of Bilingual Customer Service Officer, within Credit Cards.
- Responsible for servicing customers with their transactional needs.
- Responsible for providing human, straightforward, and knowledgeable services through daily interactions to create a relationship of mutual trust and confidence with our customers and other employees.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Communicated with vendors regarding back order availability, future inventory, and special orders.
- Provided primary customer support to internal and external customers in a fast-paced environment.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.

## REFERENCES

- Available upon request.