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SUMMARY:

As an aspiring UX/UI designer, I am passionate about improving the lives of others through design and am constantly looking to learn new things. I am dedicated to using my skills and expertise to make a meaningful contribution to the growth and success of any organization I am part of. With experience in customer service and a strong background in time management and communication, I am confident that my unique combination of technical and interpersonal skills will make me a valuable asset to any team.

EXPERIENCE:

Call Center Agent

Rwanda Biomedical Center, Kigali

December 2021 - June 2022

- Answered phones from customers professionally and responded to customer inquiries and complaints about covid-19.
- Handled and resolved customer complaints regarding covid-19 testing or vaccination.
- Provided customers with information on covid-19.
- Identified and escalated priority issues, and reported to high-level management.

Intern

Umbrella, Kigali Rwanda

June 2022 – Present (6 months)

- User Experience and interface design philosophy focuses on aligning intuitive human interactions
- With specific business outcomes to deliver the most exceptional results for the user.
- Designed mockup Ihuza Medical Application for Umbrella.

Trainee, Data Manager

Nyarugenge Sector Office, Kigali

Aug 2021 – Jan 2022

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- Always ensure adequacy, accuracy and legitimacy of data.
 - Implement effective and secure procedures for data processing.
 - Define and implement procedures for data sharing with upper management, and external stakeholders.
 - Support others in the daily use of data systems.
 - Monitor and analyze information and data systems.
 - Evaluate performance of data systems.

Trainee,

NBDF

A week

- Training on water for environmental sustainability with focus on integrated flood and drought risk mitigation.
- Planted Trees in Bugesera
- Group work intervention

EDUCATION:

Computer Science

University of Kigali /Kigali

2022-2024

- Course works: Software engineering, Web Development Artificial intelligence, Computer Forensics, Programming languages.
- Others: Public Speaking, Communication Skills, Social Change, Emotional Intelligence.

Software Engineering Full Stack Development Certification

ALX/Africa

Nov 2022 - Nov 2023

- Coursework includes: Developing a web platform with the latest technologies.
- Others: Communication Skills. Entrepreneurship, Social Change.

Hard Skills

UI/UX design

Microsoft Office

Google Workspace

IT Applications

Cloud computing

Time management

Public relations

INTERESTS

- Staying up to date with the latest emerging techs.
- Working out, watching movies, playing videos games, dancing, swimming, and praying.

References

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