

Chantal Uwitonze

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Career Objective

Detail-oriented and analytical undergraduate student in Information and Communication Technology with strong organizational and problem-solving skills. Seeking an opportunity as an External Collector to contribute to effective debt management and enhance customer relationships through professional communication and data analysis.

Education

High School Diploma

Group scolaire saint joseph kabgayi

01,2018 -08;2021

Bachelor of science in Information Technology

University of Rwanda, Rwanda

Expected Graduation: 2026

Professional Experience

Data Analyst

- TechRise Rwanda
 - Responsible for verifying the academic level of children and assigning them appropriate courses.
 - Utilize analytical skills to ensure accurate course placement tailored to individual needs.
 - Skilled in external data collection and recovery to support course assignment processes.

Volunteer Teaching

- Shelter Them (TechRise Rwanda)
 - Educated children in foundational tech skills.
 - Promoted learning in a safe and nurturing environment.
 - Collaborated with peers to enhance program effectiveness.

Volunteer

- Youth Volunteers of Rwanda
 - Actively contributed to the fight against COVID-19 through community engagement and support.

High School Student Council

- Role: Food Prefect
 - Ensured meal quality and distribution.
 - Monitored student satisfaction with dining services.
 - Facilitated communication between students and administration regarding food-related concerns.

Skills Functional Skills

- Excellent written and verbal communication skills
- Basic computer literacy (Google Suite, Microsoft Word, Excel, and Outlook)

Behavioral Skills

- Flexible and adaptable
- Self-motivated and passionate about learning
- Strong negotiation and customer focus
- Polite, cooperative, and friendly demeanor

Socialization Skills

- Proven ability to work in a fast-paced environment
- Keen interest in resolving customer queries and complaints empathetically
- Willingness to handle multiple customer calls during an 8-hour shift
- Team-oriented with a focus on achieving targets and goals

Language

English: Fluent

French: basic

References

HARELIMANA Dominique

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