

FRED MUTABAZI

Rwandan | KG 143 Street, Kigali, Rwanda | +250789824450

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SUMMARY

Motivated team player experienced in providing exceptional customer service. Proven ability to remain calm and professional in high-stress situations while being able to quickly and effectively resolve customer complaints. Possesses exceptional communication, organizational and multitasking skills. Committed to providing the highest quality service and creating a positive customer experience.

EDUCATIONAL BACKGROUND

African Leadership University - Kigali, Rwanda **January 2022 - August 2025**

Bachelor's degree in Entrepreneurial Leadership

Relevant Coursework: Digital Marketing

Lycee de Kigali - Kigali, Rwanda

January 2015 - August 2021

A-Level_MEG(Maths - Economics - Geography)

CERTIFICATIONS

Meta Social Media Marketing Certification , Meta, 2023

Google Data Analytics Certification , Google 2024

AI Essentials Certification, Google, 2024

Beyond Silicon Valley: Growing Entrepreneurship in Transitioning Economies Certification, 2024, CASE
WESTERN RESERVE UNIVERSITY

PROFESSIONAL WORK EXPERIENCE

ENGEN

June 2022 – September 2022

Customer Service Representative– Kigali, Rwanda

- Handled customer inquiries through phone calls, emails, or chats and provided helpful solutions.
- Listened to customers' complaints, investigated the issue, and worked to solve the problem as efficiently as possible.

- Provided detailed information to customers about the company's products and services.

MTN

Customer Support agent – Kigali, Rwanda

September 2021– January 2022

- Handled customer inquiries through phone calls and emails and provided helpful solutions.
- Updated customers' accounts with relevant information, such as charges to orders or payment information.
- Provided detailed information to customers about the company's products and services.
- Handled processing customers' orders and returns and provided detailed information to customers with questions

EXTRACURRICULAR ACTIVITIES

● **Club Executive**, Media club(Lyce de Kigali)

January 2018, – August 2021

Delivering quality news in the community.

●**President**, Science and Technology Club(Lyce de Kigali)

October 2021 – Mat, 2022

Developing different projects that enable our community to work easily and faster.

SKILLS

- | | | |
|--------------------------|-------------------------|--------------------|
| ● Customer service | ● Teamwork | ●Microsoft Excel |
| ●Effective Communication | ● Learning/adaptability | ●Microsoft Word |
| ● Leadership | ● Critical thinking | ●Technical Support |
| ● Problem-solving | ● Empathy | ●Google Docs |

INTERESTS

› Entrepreneurship › Sports and Entertainment › Technology-related activities

LANGUAGES

- | | | |
|-------------------|--------------------|------------------------|
| ● English- Expert | ● French- beginner | ● Kinyarwanda – Expert |
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REFERENCES

Faycal Nshuti

Manager, Kibagabaga Branch

ENGEN Petroleum Company

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nshutifayzon@gmail.com Faycal was a Manager while I worked as a customer support representative for ENGEN.