

ATTORNEY

Valois NIYIGABA



Software Developer

About Me

Creative and detail-oriented Software Engineer with 2 years of experience in developing innovative and efficient software solutions and sales Management. Adept at collaborating with cross-functional teams and managing multiple projects to deliver high-quality results on time and within budget. Skilled in full-stack development, customer service, and technical problem-solving, with a strong focus on enhancing user satisfaction and driving business growth.

Skills:

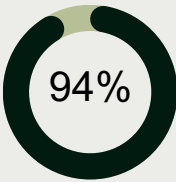
MySQL for Data Analytics and Business Intelligence	90%
Application Development	87%
Software Development	95%
Print & Digital Media	84%
Project Management	92%

Education:

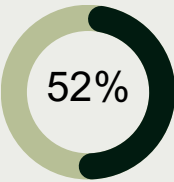
Bachelor of Software Engineering at
ALU, African Leadership University
Kigali-Rwanda
2024 - Present

Language:

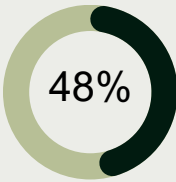
English



French



Spanish



+250788847286

Kigali Rwanda

Professional Experience:

Sales Representative

Feb 2022 - Sept 2024| Airtel Company

- **Sales of Mobile Devices:** I successfully sold a wide range of mobile phones, ensuring that customers received the best products tailored to their needs. My sales strategies focused on understanding customer requirements and providing personalized recommendations. I collaborated with marketing and product teams to develop visually appealing and effective campaigns.
- **SIM Swaps and PIN Resets:** I efficiently handled SIM swaps and PIN resets, ensuring that customers experienced minimal disruption to their services. My technical expertise allowed me to resolve these issues promptly, enhancing customer satisfaction.
- **Customer Service:** I provided exceptional customer service, addressing a variety of customer inquiries and issues. My approach was centered on empathy and problem-solving, which helped in building strong customer relationships and loyalty.
- **Managed multiple design projects** simultaneously, ensuring timely delivery and adherence to brand guidelines.