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|  |  | **EMMANUEL BYIRINGIRO** |

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| |  | | --- | | **Education**  Certificate, Insurance Essentials, Insurance Institute Of Canada, CA, 2021  Diploma in Business administration, Business Administration, Mount Saint Vincent University, CA, 2018 |  |  | | --- | | **Digital Credentials**  watsonx.ai Sales Foundation - 2024  IBM Delivery Central Platform Foundations - 2024  IBM watsonx Essentials - 2024  watsonx.ai Technical Sales Intermediate - 2023  Insurance Insights and Solutions (Bronze) - 2023  IBM Growth Behaviors - 2023  Enterprise Design Thinking Practitioner - 2023  Insurance Industry Jumpstart - 2023  IBM Consulting Way - 2023  IBM Garage Essentials - 2023 |  |  | | --- | | **Languages**  English - Fluent  French - Fluent  Kinyarwanda (Ruanda) - Fluent |  |  | | --- | | **Industry Experience**  Financial Markets - Experienced  Insurance - Experienced |  |  | | --- | | **Memberships**  Insurance Institute of Canada , Member | |  | **Profile**  I bring a strong foundation in the insurance industry, with experience as an Advisor, Claims Specialist, and Customer Service Associate, giving me deep insights into customer needs, regulatory compliance, and industry workflows. As a consultant and trainer, I optimize platform usage for insurance companies, ensuring data compliance and operational efficiency. In my role as an insurance practice leader, I use AI-driven analysis to identify trends and design user-centric products that simplify insurance processes.  **Key skills**  Customer Service: Skilled in addressing client needs and concerns effectively to ensure a positive experience.  Communication: Proficient in clear, efficient information exchange across teams and with clients.  Problem Solving: Experienced in identifying and resolving issues quickly, supporting efficient operations.  Financial Acumen: Capable of managing financial details accurately to drive informed, data-based decisions.  Data Quality Management: Expert in enhancing data accuracy and ensuring regulatory compliance, especially in P&C insurance.  AI-Driven Insights: Leverages AI to identify patterns and streamline processes, creating user-centric solutions and improving operational efficiency.  **Work experience**  **DATA QUALITY ANALYST** IBM, Canada | Aug 2023 - Present Assessing Data Quality: Evaluating and ensuring the accuracy, consistency, and integrity of data.  Developing Data Quality Standards: Creating and implementing clear, easy-to-follow data quality standards and processes.  Data Profiling and Analysis: Performing data profiling and analysis to detect and understand data issues.  Collaborating with Stakeholders: Working closely with data owners (e.g., insurance companies) and stakeholders to address and resolve data quality challenges.  Identifying Root Causes and Solutions: Analyzing data quality issues to determine their root causes and recommending effective solutions.  **PROPERTY CLAIMS ADVISOR** INTACT INSURANCE, Canada | Jun 2023 - Aug 2023 Customer Interaction: Deliver empathetic, professional support to policyholders, guiding them smoothly through the claims process.  Claim Assessment and Investigation: Assess property damage or loss thoroughly, verifying that claims meet policy coverage requirements.  Documentation: Collect relevant evidence, photos, and detailed information to support the validity of each claim.  Damage Evaluation: Collaborate with adjusters to accurately estimate repair or replacement costs.  Negotiation: Negotiate with policyholders and third-party vendors to reach fair, transparent settlements.  Claim Resolution: Ensure prompt and accurate settlement of claims, providing policyholders with rightful compensation.  Compliance and Regulatory Adherence: Stay current on insurance regulations and compliance standards to ensure accurate processing.  **INSURANCE ADVISOR** TD INSURANCE, Canada | Mar 2021 - Jun 2023 Insurance Sales: Selling a range of insurance products to customers across multiple provinces, tailored to their needs.  Customer Service Excellence: Delivering exceptional service through both inbound and outbound calls, fostering positive customer experiences.  Customer Education: Informing and guiding customers on the company’s offerings, highlighting key features and benefits during portfolio reviews.  Team Collaboration: Engaging actively in team initiatives to drive improvements and contribute to a positive, goal-oriented environment.  **FRONT DESK AND NIGHT AUDITOR** ALT HOTEL, Canada | Jun 2019 - Apr 2020 Financial Reconciliation: Prepared, verified, and balanced daily departmental charges to maintain accurate financial records.  System Operations Management: Directed nightly processing activities to reset and optimize systems for the upcoming business day.  Credit Card Deposit Oversight: Supervised the preparation and secure transmission of credit card deposits.  Voucher Verification: Reviewed credit card vouchers meticulously to ensure accuracy and compliance.  Revenue Protection & Cash Flow Optimization: Minimized revenue losses and enhanced cash flow through effective credit and inventory control measures.  Customer Account Management: Managed customer accounts to ensure adherence to credit limits and maintain financial integrity.  **BILINGUAL CUSTOMER SERVICE AGENT** BLUE OCEAN, Canada | Feb 2018 - Jun 2019 Maintained accurate customer account data manually and digitally.  Preserved revenue and customer satisfaction through communication and negotiation skills.  Achieved an 89% first-call issue resolution rate, escalating complex concerns when necessary.  Gathered customer details using a consultative approach.  Managed product replacements efficiently.  Collected essential information through interviews and data analysis to support the company and associates. |