

# CHRIS MUGABO

37 Indian Rd Ottawa, Ontario | cmugabo5@gmail.com | 705-313-3454 | [LinkedIn](#)

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## SUMMARY OF QUALIFICATIONS

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- Solid academic foundation in programming, software development, and computer systems.
- Demonstrate outstanding communication, interpersonal skills, and customer service experience through proven success in a sales environment.
- Skilled in web content management, with experience in writing, proofreading, and editing content.
- Proficient in data enrichment by supplementing missing or incomplete data.
- Demonstrate a proactive approach to professional development and willingness to learn.

## TECHNICAL SKILLS & KNOWLEDGE

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| <ul style="list-style-type: none"><li>• Communication skills</li><li>• Teamwork and collaboration</li><li>• Problem-solving skills</li><li>• Customer service and Sales skills</li><li>• Organizational skills</li><li>• Microsoft Office Suite: Word, PowerPoint, Excel</li></ul> | <ul style="list-style-type: none"><li>• Programming languages: Java, Python, C++</li><li>• Web development: HTML, CSS, JavaScript</li><li>• Database management: SQL</li><li>• Graphic design: Adobe Photoshop</li><li>• Google Suite: Docs, Sheets, Slides</li></ul> |
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### Languages:

English: Proficient  
French: Conversational

## EDUCATION

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<b>Hon. Bachelor of Technology</b> Algonquin College   Ottawa, ON	<b>Sept 2023-Present</b>
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<b>Hon. Bachelor of Computer Sciences</b> Trent University   Peterborough, ON <b>Completed Winter Semester</b>	<b>Jan.- Apr 2023</b>
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## WORK EXPERIENCE

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<b>Kitchen Assistant</b>	<b>April 2024- Present</b>
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Broadway Bar & Grill |Ottawa, Canada

- Assisted chefs and cooks in food preparation tasks
- Maintained cleanliness and organization of kitchen surfaces, utensils, and equipment.
- Stocked and restocked kitchen inventory and supplies as needed.
- Collaborated with kitchen staff to ensure efficient workflow and timely meal preparation.
- Adhered to food safety and sanitation standards to uphold health regulations.

<b>Visitor Insights Coordinator</b>	<b>Aug 2023-Feb 2024</b>
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Decision Point Research | Ottawa, Canada

- Conduct bilingual surveys with museum visitors, effectively communicating in both English and French to gather valuable feedback and insights.
- Engage with diverse audiences, fostering positive interactions and collecting data from a wide range of participants.
- Coordinate data collection efforts for a research study, managing shifts and schedules to ensure efficient coverage during peak visitor hours.

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### Customer Service Associate

Sept. - Dec. 2022

Dyners | Kigali, Rwanda

- Provided exceptional customer service by taking and accurately processing orders, addressing customer inquiries, and ensuring a positive dining experience.
- Demonstrated strong interpersonal skills by assisting customers with product inquiries, providing recommendations, and closing sales to achieve individual and team targets.
- Managed cash transactions accurately, processed payments through various POS systems, and upheld cash-handling procedures to maintain financial integrity.

### Data Enrichment Agent

Aug 2022 - Jan 2023

Invisible Technologies | San Fransisco, USA

- Systematically collected and processed diverse datasets from multiple sources, employing meticulous attention to detail to ensure data accuracy and completeness.
- Utilized advanced data cleansing techniques and tools such as Excel, Python, and SQL to preprocess raw data, identifying and rectifying errors or inconsistencies to maintain data integrity.
- Enhanced datasets by appending additional relevant information, including demographic, geographic, and socio-economic data, to enrich analytical capabilities and support data-driven decision-making processes.

### Web Content Manager

Oct 2022 - Jan 2023

Rwanda Assistive Technologies | Kigali, Rwanda

- Developed and implemented content strategies to increase website traffic and engagement.
- Facilitated regular meetings with content team members to review progress, discuss new ideas, and assign tasks based on individual strengths and interests.
- Edited and proofread website content, ensuring accuracy, clarity, and consistency with brand voice and style guidelines.