

# CLEMENT PASCAL NSHIMIYE RUGWIRO

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Kigali,Rwanda

## PROFILE

Recent Computer Software Engineering graduate from the University of Rwanda with experience in product management, user research, user testing and client communication. Completed an apprenticeship through the Youth Leadership Cohort at YLabs, where I developed skills in human-centered design, public speaking, project and proposal writing, and marketing. Strong in problem-solving, process improvement, and software development. Organized, capable of managing multiple projects, and proven to perform well in high-pressure environments.

## WORK EXPERIENCE

### APRIL 2024- SEPTEMBER 2024

YLabs

#### IT Consultant

- Led software development projects, collaborating closely with users for co-design and prototyping.
- Conducted user research and user testing, translating insights into actionable improvements.
- Managed tablet and router maintenance, ensuring seamless technological operations for project needs.
- Worked on process optimization by aligning user feedback with technological enhancements.

### MAY 2023- MAY 2024

Premier East Africa

#### Tech Operations Agent

- Managed client communication and collaborated with vendors to meet project requirements.
- Handled ticketing systems to resolve customer queries efficiently.
- Generated reports and documentation for new product releases and client feedback.
- Participated in process improvement initiatives to enhance operational efficiency.
- Utilized project management tools to track progress and meet deadlines.

## EDUCATION

### UNIVERSITY OF RWANDA 2018-2022

- Bachelor's Degree in Computer and Software Engineering

### GROUPE SCOLAIRE RAMBURA GARCON 2015-2017

- High School Diploma in Mathematics-Physics-Chemistry

## SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## ADDITIONAL TRAINING

### Youth Leadership Cohort (Apprenticeship)

YLabs,

January 2024 - December 2024

- Topics covered: Data 101, Human-Centered Design, Professional Presentation, Public Speaking, Marketing and Communication, Safeguarding, Project and Proposal Writing.

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**NOVEMBER 2022- MARCH2023**

Pure Africa Tours

**Social Media Manager**

- Managed content creation for social media platforms, enhancing customer engagement.
- Assisted in client inquiries and provided information on products and services.
- Facilitated effective communication between departments by routing calls where necessary.

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**OCTOBER 2020 - SEPTEMBER 2023**

YLabs

**Technical Support**

- Supported projects by configuring and maintaining hardware and providing tech support.
- Documented and reported tasks for project continuity.

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**SEPTEMBER 2021 - JANUARY 2022**

Green Africa Initiative

**Web Designer & Developer**

- Developed and optimized responsive websites while collaborating with clients to ensure their needs were met.
  - Managed design plans and improved website performance for better user experience.
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**Software Developer Certificate**

SolvIT Africa,

January 2022 - March 2022

- Focus on programming, web development, software optimization, as well as professional skills like communication, teamwork, and documentation writing.

**L A N G U A G E S**

- English – Fluent
- French – Proficient
- Kinyarwanda – Native

**A D D I T I O N A L  
S K I L L S**

- Programming: HTML/CSS, Node.js/Express, ReactJS, MySQL, MongoDB, JavaScript.
- Software: Microsoft Office (Word, Excel, PowerPoint), Figma, Adobe Photoshop, Canva.
- Tools: Jira Atlassian.

**REFERENCES AVAILABLE UPON REQUEST**