



TURATSINZE DOMINIQUE

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## Professional Summary

I am a motivated and hardworking Computer Science (Software Engineering) student with hands-on experience in both front-end and back-end development through personal projects. I have a strong foundation in web and software development, alongside remote work and customer support skills. I completed the ALX Africa Virtual Assistant Program, gaining expertise in digital communication, scheduling, and task management. I enjoy solving real-world problems with technology and creating user-friendly solutions.

## Key Skills

- Full-Stack Development: Developed personal projects using front-end (HTML, CSS, JavaScript) and back-end (PHP, Node.js, MySQL) technologies.
- Remote & In-Person Customer Support: Experience handling customer inquiries via chat, phone, and face-to-face interactions with a problem-solving approach.
- Digital Tools & Administration: Proficient with Google Workspace, Microsoft Office, Trello, and Asana for organizing and managing workflows.
- Content Creation & Social Media Management: Created simple visuals and videos using Canva and Adobe Premiere Pro.
- Programming & Technical Knowledge: Familiar with C++, Java, Visual Basic, HTML/CSS, and basic scripting—strong logical thinking and problem-solving.
- Languages: Fluent in Kinyarwanda and English. Basic knowledge of French and Kiswahili. Currently learning German (B1 level).

## **Professional Experience**

### **Customer Support Agent**

IGISUBIZO DYNAMIC (Remote) • October 2024 – March 2025

- Handled client inquiries and offered product guidance related to construction hardware.
- Managed in-store and phone-based customer communication, ensuring satisfaction and fast response times.
- Supported daily operations and assisted in inventory coordination and order follow-ups.

### **Virtual Assistant & Remote Customer Support Specialist**

ALX Africa Virtual Assistant Program • Graduated September 2024

- Organized online meetings and managed digital schedules efficiently.
- Provided real-time support to clients and resolved issues using digital tools.
- Assisted in planning and creating engaging content for social platforms.

## **Education**

- Bachelor's Degree in Computer Science (Software Engineering)  
Institute of Applied Sciences Ruhengeri (INES), Musanze • 2025 – Present
- Advanced Level – Mathematics, Physics, and Computer Science  
College Saint Andre, Nyarugenge • 2020 – 2023
- Ordinary Level Certificate  
Minor Seminary of Nyundo, Rubavu • 2017 – 2019
- Primary Education  
Le Bon Berger, Rubavu • 2011 – 2016

## **Certifications**

- Virtual Assistant Program – ALX Africa | Graduated September 2024

## **Extracurricular Activities**

- Vice President, School Red Cross Club: Coordinated first aid sessions and supervised weekly lunch-hour meetings.
- Member, National Red Cross of Rwanda: Participated in health campaigns, disaster response, and emergency readiness training.

## **Additional Information**

- Remote Work Experience: Comfortable using modern digital tools in independent, remote environments.

- Project Experience: Built and tested personal web applications and small systems as a full-stack developer.
- Problem-Solving: Strong mathematical background supports efficient and creative tech solutions.