

# Prince Iranzi

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## SUMMARY

Motivated and customer-focused professional with a strong foundation in communication, client empathy, and problem-solving. My passion for delivering exceptional service and building positive client relationships has been honed through hands-on experience in customer service roles, where I developed a deep understanding of user needs and service efficiency. I have a keen eye for identifying customer concerns and a proactive approach to resolving issues, ensuring a seamless and satisfying experience. I am eager to bring my commitment to client satisfaction and adaptability to your team, contributing to upholding your company's high standards in customer support and client engagement.

## EDUCATIONAL BACKGROUND

**African Leadership University – Kigali, Rwanda**

**Sept 2020 – July 2024**

**Bsc. In Software Engineering**

*Relevant Coursework: Leadership Modules; addresses the world's complex challenges(GCGOs); foundations for computer science; and contextualized technology solutions.*

**Kayonza Modern High School – Kayonza, Rwanda**

**Jan 2017 – Oct 2019**

**Option:** Mathematics-Physics-Computer Science.

*Entrepreneurship with General studies and Communication skills.*

## PROFESSIONAL WORK EXPERIENCE

### 1. Marketing & Operations Assistant

**Oct 2023 - Sept 2024**

**ALU, School of Wildlife Conservation - Remote**

- Developed and implemented a comprehensive social media marketing plan for the year 2024, focusing on expanding audience reach and engagement.
- Conducted regular analysis of social media metrics, translating data insights into actionable strategies for continuous improvement.

### 2. Customer Service

**Mar 2023 - Aug 2023**

**Great Hotel, Kigali - On-site**

- I was entrusted with managing customer interactions over the phone. I was the first point of contact for customers seeking information about the hotel's services. I also managed orders for meals and drinks delivered directly to customers' homes.

### 3. Customer Service

**Jan 2021 - Sept 2022**

**Canal Box, Kigali - Remote**

- I was responsible for handling various customer inquiries, primarily focusing on subscription renewals for fiber internet services. My role involved guiding customers through the renewal process, answering their questions, and ensuring they understood the different packages and options available to them.

### 4. IT & Customer Support

**Mar 2019 - Aug 2019**

**Nyagatare Legal Firm - On-site**

- Provided IT assistance, troubleshooting minor software and hardware issues to ensure uninterrupted service.
- Supported hotel operations by answering calls, providing information on hotel amenities, and processing home-delivery orders for meals and drinks, offering customers a seamless service experience.

## TECHNICAL SKILLS

**1. Graphic Design: Photoshop, Illustrator, Canva, After Effects, Premiere Pro**

**2. Social media: Sprout Social**

**3. Microsoft Applications and Google suites**

## **SOFT SKILLS**

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- Communication
- Time management
- Collaboration
- Self-Directed
- Problem-solving

## **INTERESTS**

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- Coding
- Designing
- Praying
- Supporting
- Customer support

## **LANGUAGES**

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- English - Fluent
- Kinyarwanda- Native
- Swahili - Elementary
- Spanish - Beginner

## **CERTIFICATIONS**

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- Building responsive websites using HTML5 & CSS3 - UDEMY
- Customer Service & Support (CSS) Certification - Dell
- Digital Marketing(Full course) - Coursera
- Cybersecurity(Full course) - Coursera

## **DECLARATION**

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I hereby declare that the information in this CV is true and correct to the best of my knowledge. I am aware that any false information or misrepresentation may lead to disqualification from the hiring process or termination if employed.

**Prince Iranzi**