

# IRENE NIYONSENGA

📍 Kabeza, Kigali, Rwanda

☎ +250 788 482 065

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## PROFESSIONAL SUMMARY

Detail-oriented and motivated Business Information Technology professional with strong experience in customer service, IT support fundamentals, and business information systems. A fast learner with a strong work ethic, excellent communication skills, and a passion for technology, process improvement, and digital innovation. Experienced in call center operations, data handling, and collaborative team environments.

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## WORK EXPERIENCE

### Customer Care Agent

**MTN Call Center – ISON BPO Rwanda**  
2023 – 2025

- Delivered high-quality customer support services for MTN subscribers through inbound and outbound calls
  - Resolved customer inquiries related to billing, services, and technical issues efficiently
  - Maintained accurate customer records and followed data protection standards
  - Achieved service-level targets including call handling time, customer satisfaction, and resolution rates
  - Collaborated with team leaders and technical teams to escalate and resolve complex cases
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## EDUCATION

**Adventist University of Central Africa (AUCA)**

**Bachelor of Business Information Technology (Finalist)**

**Advanced Diploma (A1) – Business Information Technology**

## **CISCO Networking Academy**

- Networking Fundamentals Certificate

## **freeCodeCamp**

- Responsive Web Design / Programming Fundamentals Certificate
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## **Groupe Scolaire APAPEC Murambi**

**2017 – 2019**

- National Advanced Certificate in **Mathematics, Economics & Geography (MEG)**

**2014 – 2016**

- Ordinary Level Certificate
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## **Hermann Gmeiner SOS School**

**2007 – 2013**

- Primary Leaving Certificate
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## **TECHNICAL & PROFESSIONAL SKILLS**

- Management Information Systems (MIS)
- Systems Analysis & Design
- Database Management (MySQL, MS Access)
- SQL (Basic)
- Web Technologies: HTML, CSS, JavaScript (Basic)
- Data Analysis & Reporting
- Technical Documentation
- Microsoft Excel (Advanced), MS Office, Google Workspace
- IT Support & Troubleshooting
- Networking & Cybersecurity Fundamentals
- ERP & E-commerce Systems (Basic)
- Professional Communication & Team Collaboration
- Time Management, Adaptability & Digital Literacy

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## LANGUAGES

- **English:** Excellent
  - **Kinyarwanda:** Native
  - **French:** Very Good
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## REFERENCES

### Mr. Ntabana Louis

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### Mrs. Nzabakira Lily Ornella

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### Mr. Paul Twahirwa

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## DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge and belief. I authorize verification of the information contained in this curriculum vitae.

**Irene NIYONSENGA**