

# MOISE ISHIMWE

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## PERSONAL STATEMENT

Dedicated and energetic **Call Center & Technical Support Specialist** with 2+ years of experience in **customer support, technical troubleshooting, and system diagnostics** across both public and private sectors. Seeking to leverage my skills in **software/hardware support, remote assistance, and network configuration** to enhance service delivery at a customer-focused organization. Committed to using my **communication, problem-solving, and multitasking abilities** to improve customer satisfaction, reduce resolution time, and optimize call center operations.

## PROFESSIONAL EXPERIENCE

### Professional Experience

#### ❖❖ Fadmoor (Outsourcing Company )

Business & Data Analyst (Intern / Associate)  
Kigali, Rwanda    08/04/2025 - present

Supported financial and operational planning using Anaplan and Pigment for business performance modeling.

- Built and maintained data models, dashboards, and reports to support decision-making in sales, supply chain, and finance.
- Collaborated with cross-functional teams to design, test, and implement planning models aligned with client needs.
- Ensured data accuracy and consistency across systems through data validation and process optimization.
- Contributed to client projects involving forecasting, budgeting, and scenario analysis.

Key Tools: Anaplan, Pigment , Excel

## **Technical Support & Call Center Specialist**

 **IceTech Solutions Ltd – Kigali, Rwanda**  
**september 2023 – 2025**

- Handled over 50+ daily client queries through calls, email, and live chat, resolving both technical and general service issues
- Worked closely with IT and customer success teams to resolve software configuration problems, login errors, and connectivity issues
- Managed device installations and assisted clients with router setup and troubleshooting
- Contributed to process optimization by implementing an internal ticket tracking system, reducing average resolution time by 20%
- Provided technical documentation and recorded solutions in the company's knowledge base

## **IT Support Intern**

 **Rubavu District Office – Rubavu, Rwanda**  
**Jan 2023 – June 2023**

- Supported district office staff with troubleshooting for desktops, printers, and internal systems
- Assisted in managing user accounts, email configurations, and network connectivity •
- Coordinated with the district ICT team on equipment audits and antivirus installation •
- Documented user issues and solutions for future reference, reducing repeat problems

## **Freelance IT & Customer Support Assistant**

 **Self-employed – Kigali (Remote & Onsite)**

**2021 – 2022**

- Installed and configured systems and applications for local business owners and individuals
- Set up small office/home wireless networks and provided training on digital tools
- Assisted clients remotely through phone or tools like AnyDesk and TeamViewer
- Built a strong reputation for fast support, honest service, and simple explanations for non-tech users

## **KEY SKILLS**

- Technical Troubleshooting & Diagnostics
- Call Center Operations & Customer Support
- Ticketing & Helpdesk Systems
- Hardware & Software Configuration
- Remote Desktop Tools (Zoom, TeamViewer, AnyDesk)
- Network Basics (LAN, DHCP, DNS, routers)
- Customer Communication & Empathy
- Process Improvement & Documentation
- CRM Familiarity & Escalation Handling

## **EDUCATION**

**Bachelor of Science in Information Management**

Adventist University of Central Africa (AUCA)

◆◆ Kigali, Rwanda • 2022 – Present

**Advanced Level Certificate in Computer Science (Networking Option)**

Ecole technique de formation professionnelle

◆◆ Western Province, Rwanda • 2023

## CERTIFICATIONS

**Artificial Intelligence Career Essentials**

ALX Africa • Issued: 2024

**Virtual Assistant Certificate**

ALX Africa • Issued: 2024

**Oracle PL/SQL Certificate**

AUCA • Issued: 2024

**Customer Service & Communication Foundations**

(Self-paced – Coursera-based practice) • 2024

## REFERENCES

Available upon request.