



Sarah ISHIMWE



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Kigali-Rwanda

SKILL

- Communication skills,
- computer skills: Office Software packages (MS Word, Excel, Powerpoint, publisher)

LANGUAGE

- English: Fluent
- Kiswahili: conversational
- Kinyarwanda: Mother tongue

HOBBIES

- Reading
- Sports
- singing

SUMMARY

Motivated and detail-oriented in Business and Information Technology with a passion for entrepreneurship and marketing. Strong communication and teamwork skills developed through group projects and leadership roles in student organizations. Proficient in Microsoft Office. Seeking opportunities to gain hands-on experience in a dynamic and challenging work environment.

EXPERIENCE

Customer support service

ALMAS

2020 Feb-2021 April

- Responding to customer inquiries: Customer support representatives are responsible for responding to customer inquiries in a timely and professional manner. This includes answering questions about products or services, providing technical support, and addressing any concerns or complaints.
- Resolving customer issues: I was responsible for resolving any issues that customers may have with products or services. This includes troubleshooting technical problems, processing refunds or exchanges, and escalating issues to higher-level support staff when necessary.
- Providing information: I was responsible for providing accurate information about products or services to customers. This includes information about pricing, availability, features, and any other relevant details.

EDUCATION

- University of Rwanda

2021-2024.

College of Business

Bachelor of Business Information Technology (BBIT) degree

- ACEJ Karama TVET school

2017-2019.

High school Certificate in Networking

REFERENCE

- NDAYISENGA DAVID

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