

Winny Didine Ineza

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SUMMARY

I fueled my passion for resolving and understanding customer complaints quickly and efficiently. I'm ambitious to build on my academic foundations in software engineering and bide my time with the latest technologies and digital marketing strategies through continued coursework and professional development. I prosper on challenges and constantly set goals for myself, so I have something to rise for something new. I'm uncomfortable resting and always looking for an opportunity to improve and achieve higher.

EDUCATIONAL BACKGROUND

African Leadership University – Kigali, Rwanda
Bachelor of Software Engineering

September 2022 – July 2026

PROFESSIONAL WORK EXPERIENCE

Jr. Sales Officer

September 2021 – February 2023

Water Access Rwanda – Kigali, Rwanda

- Prepare and update informative and attractive documents
- Keep a record of costs of sales and regularly inform Management of any drastic changes in sourcing that require a change in pricing or strategy.
- Prepare quotes (PROFORMA invoices) for clients.
- Manage sales in all locations and corresponding locations.
- Resolving customer complaints quickly and efficiently
- Keeping customers updated on the latest products to increase sales
- Building and maintaining profitable relationships with key customers
- Find out about, register to participate, and represent the company at exhibitions

Financial Intern

September, 2020 – November 2020

M.T.N. Rwanda – Kigali, Rwanda

- Creating, sending, and following up on invoices from an M.T.N. Agent
- Collecting and reviewing data for reports
- Reporting discrepancies daily to the finance manager

I.T. assistant

May, 2020 – August 2020

Réseau Des Femmes – Kigali, Rwanda

- Configuring hardware and software
- Setting up peripherals
- Installation, operation, and maintenance of computer systems

Technical Support

May, 2020 – August 2020

MANGO 4G – Kigali, Rwanda

- Troubleshooting technical issues
- Identifying hardware and software solutions
- Speaking to customers to quickly get to the root of their problem
- Resolving network issues

EXTRACURRICULAR ACTIVITIES

MGS YASH (You Are a Special Human), Secretary

July 2019 – Present

- Record, publish, circulate and maintain the minutes of club meetings
- Keeping a registry of club members
- Maintain records of the club
- Sending out notices of general meetings to the club membership

M.G.S. Basketball team, Co-captain

July, 2018 – July, 2022

- Start practices
- Set goals for the team
- Communicate with team members and coach
- Notify team members of important upcoming events

M.G.S. Makerspace, Developer**July 2018 – July 2022**

- Testing and evaluating new programs.
- Writing and implementing efficient code.
- Researching, designing, implementing, and managing programs.

Mentor, kLab**November 2017 – December 2019**

- Offers guidance and advice in programming for children under ten years
- Shadowed a professional in software development
- Developing improvement strategies
- Suggest training programs

HONORS

Certificate for Essay Writing, B.N.R.	2019
Certificate for being a devoted leader of the P.L.P. club, M.G.S.	2019
Certificate for Future Skills Boot camp, R.C.A.	2019
Certificate for Technovation Challenge 2020, Technovation	2020
Certificate for Google Analytics Academy, Google	2020
Certificate for Google Digital Garage, Google	2020
Certificate for SEMrush Academy, SEMrush	2020
Certificate for HP life, 3D Printing	2021
Certificate for Completion, Excel - Guardian Academy	2022
Certificate of Graduation, Musicmatch Academy	2022
Online Leadership Course, Aspire Institute	2023

SKILLS

• Communication Skills	• Problem-solving abilities	• Dependability
• Leadership Experience	• Customer Service	• Multitasking
• Collaboration Talent	• Time-management	• Speed and efficiency

INTERESTS

• Sports	• Reading	• Photography
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LANGUAGES

• Kinyarwanda – Native	• English - Excellent	• French - Good
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REFEREES

Kellia Marie Reine Isaro Facilitator African Leadership University kisaro@alueducation.com	Sr. Laetitia Musanabaganwa Headmistress Maranyundo Girls School gmaranyundo@yahoo.com +250 782 536 587	Missy Olivia Ngabire Executive Assistant Water Access Rwanda missy@warwanda.com +250 785 637 106
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