

BENITTE ISHIMWE
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Kigali, Rwanda

EXPERIENCE

CCI RWANDA

Customer Service Representative

Kigali, Rwanda

September 2024 – January 2025

- Serve as the first point of contact for customer inquiries, providing timely and effective solutions.
- Collaborate with management to improve client relations and streamline operations.
- Maintain detailed client records using CRM tools, ensuring accuracy and data security.
- Monitor and process financial transactions, including invoices and account reconciliations.

KEPLER COLLEGE

Library Assistant

Kigali, Rwanda

June 2024 – December 2024

- Welcomed and assisted students and faculty, fostering a supportive academic environment.
- Organized and managed digital and physical resources, ensuring accessibility and efficiency.
- Supported administrative tasks, including scheduling, record-keeping, and correspondence.
- Processed and tracked financial data for library resources and subscriptions.

LA DOUCE BOUTIQUE

Salesperson

Huye, Rwanda

March 2020 - September 2020

- Delivered excellent customer service, promoting positive shopping experiences.
- Managed inventory and maintained accurate records of sales and transactions.
- Assisted with budgeting, financial planning, and tax compliance for the boutique.
- Identified cost-saving opportunities to optimize store profitability.

EDUCATION

Kepler College

**Bachelor of Arts in Business Management With
Concentration in Logistics and Procurement**

Kigali, Rwanda

Expected October 2025

- **Relevant coursework:** Professional Competences, Critical Thinking and Ethical Decision-making, Procurement and Logistics, English Communication and Basic Mathematical Calculations.

EF SET

EF STANDARD ENGLISH TEST(C2 Proficient)

Online

August 2023

SKILLS

Technical Skills: CRM Tools and Account Management Software, QuickBooks, inventory management tools, Typing skills, MS Suites skills, Google Suites, AI Career Essentials, Canva, Asana

Soft Skills: Customer Engagement and Retention, Sales and Upselling Strategies, Communication skills, Interpersonal skills, Problem-solving skills, Multitasking skills

Languages: Kinyarwanda (Native), Fluent in English, Good in French