



# M u t o n i L a n a A r a f a t

Software Engineering student at African Leadership University

☎ +250787341981 ✉ lanaarafat.m@gmail.com  @Mutoni Lana Arafat  @lanaarafat

---

## Summary

Enthusiastic and driven individual seeking to acquire valuable real-world experience in a professional setting. Armed with strong organizational, leadership, collaborative, and communication capabilities. Seeking a supportive and stimulating that will give me the opportunity to hone my existing skills while learning new ones.

## Work Experience

Irembo

Oct 2023 - May 2024

User Research Intern

- Conducting comprehensive user research to identify customer pain points, gaining valuable insights into user behaviors and preferences.
- Analyze and interpret data from user feedback to uncover trends and opportunities for improvement, resulting in actionable recommendations to enhance product usability and satisfaction.
- Develop user personas and journey maps to visualize and communicate user needs and behaviors.
- Contribute to creating a user-centric culture within the company by sharing insights and recommendations.

Digital Realm Entertainment

Oct 2023 - Jan 2024

Community Management

- Creating engaging posts on LinkedIn, Instagram, and Facebook to keep the community informed about company updates and industry trends.
- Monitoring and responding to user comments and inquiries across social media platforms, cultivating brand loyalty and enhancing user satisfaction.
- Analyzing social media metrics to identify trends and opportunities for community growth.
- Initiating and fostering conversations within the community to build a strong, interactive online presence.

# M u t o n i L a n a A r a f a t

Software Engineering student at African Leadership University

☎ +250787341981 ✉ lanaarafat.m@gmail.com  @Mutoni Lana Arafat 📍 Kigali - Rwanda

---

## African Leadership University Student Ambassador

Sept 2022 - Oct 2023

- Managing administrative duties, including managing the department's dashboard, creating reports after hosting guests, and connecting students who share missions on campus.
- Collecting and analyzing data for the department's dashboard, enabling the team members to know the university's external stakeholders.
- Connecting students with guests.
- Ensuring that guests have a good experience while they are on campus. Making sure that guests have the ALU full experience starting from the campus tours to their engagement with students.
- Managing logistics and preparing for guests prior to their arrival.

## Mai-Childhood Academy Ltd, Rwanda Executive Assistant to the Managing Director

Sept 2020 - Sept 2022

- I was responsible for administrative tasks as directed by the Managing Director. These included keeping projects running smoothly, submitting incident reports, coordinating room transfers, and resolving disputes that would benefit the well-being of over 600 students and their families.
- Under the guidance of the Managing Director, I conceptualized and carried out a business diagnostic to ensure the successful registration of 100 new students.
- Facilitated and led weekly meetings with executive leadership to discover potential areas of growth, set achievable objectives, and customize services to meet the needs of varying markets and clients.
- Spearheaded overhaul of company best practices, leading to significantly increased staff and client retention rates since the reopening of schools following the national lockdown in 2020.
- Developed and implemented a strategic communication plan for increasing the overall efficiency between parents and administration.

## Nu-vision High School Assistant Librarian

April 2018 - April 2019

- Registering new books into the school library system
- Labeling the books with electronic scanning codes
- Organizing the library books alphabetically after class ends for the day.
- Fixing damaged books before they are returned to the bookshelves.

# M u t o n i L a n a A r a f a t

Software Engineering student at African Leadership University

☎ +250787341981 ✉ lanaarafat.m@gmail.com  @Mutoni Lana Arafat 📍 Kigali - Rwanda

---

## Extra-curricular/ Leadership experience

**Lifting The Youth For Today Club**  
Welfare Coordinator

June 2019- Present

- Ensuring the well-being of 50 members of the club by confirming that they have all the tools and support they need to conduct club activities properly.
- Introducing and giving new members all the information they need to know about the club. This year we were able to welcome five new members to the club.

### Other Experiences

- Sept 2022-Present: Robotics Club member
- March 2021: One Tree Planted donation (7 trees planted in Rwanda)
- Apr 2018- Apr 2019: You Are Never Alone Club Secretary
- Apr 2018- Apr 2019: Youth Lifestyle Club Public Relations Officer

## Skills & Interests

- **Technical Skills:** Python, JavaScript, MySQL, HTML, CSS, 3D Modelling, C#
- **Work Skills:** User Research, Community Management, Project Planning, Teamwork, Organizational skills, Interpersonal skills, Project management, Strategic planning, and Communication.
- **Language:** English - Fluent | French - Beginner | Kinyarwanda - Native.
- **Interests:** Tennis, Women empowerment, Technology, Regional Development, Art.

## Education

African Leadership University

2022 - 2025

Bachelor's degree in Software Engineering

Nu-vision High School

2014 - 2019

Ordinary & Advanced level studies

## References

**Ibtihal Arafat**

Managing Director, Mai-Childhood Academy  
Phone: +250787341981  
Email: ibty03@gmail.com

**Zoe Iradukunda**

Customer Experience Coordinator, Irembo  
Phone: +250782488049  
Email: z.iradukunda@irembo.com

**Kurgat Elias**

School Counselor  
Phone: +250786591799  
Email: kurgatelias@gmail.com