

Gilbert Ngendahimana

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Summary

A bright, talented, hardworking professional with a friendly personality and the ability to work as part of a team with excellent communication and technical abilities. A multi-skilled solutions developer with an all-around ability to juggle multiple projects while meeting deadlines and comprehending complex and interdependent business processes.

Professional Skills

- Technical
 - SQL, MySQL
 - Web Development (HTML, CSS, JavaScript)
 - Microsoft Office (Excel, Word, PowerPoint)
- Communication and Interpersonal
 - Efficient team player with a positive attitude.
 - Excellent presentation, writing, and oral communication when serving within a team.
 - Passionate and motivated to build trusting relationships with teammates.
 - Multilingual (English, French, and Kinyarwanda).
- Leadership
 - Capable of navigating complex instructions, and situations while working in a fast-paced environment.

Experience

Arlo Wine & Restaurant, Ottawa, ON – Underwater Ceramic Technician

May 2023 - Present

- Sorting and organizing utensils, glassware, and cookware.
- Inventory tracking, and order taking.
- Sanitizing and adhering to safety standards with chemical usage.
- Food preparation while following the proper food and safety regulations.
- Time management and team collaboration in peak hours to allow efficient order-taking and order preparation.

Airtel Telecom, Rwanda – Sales Analyst Executive (Sales and Distribution Department)

2019 – 2022

- Analyzed sales gross addition daily reports.
- Tracked daily Float (E-money) movement on the market done by agents, Airtel Money Branches, dealers, and distributors.
- Traced daily cash-in, cash-out, and recharge transactions done by agents and Airtel Money Branches.
- Provided feedback on agent's transactions and territory sales performances.
- Performed and designed Group's monthly reports analysis on sales and distribution.
- Run SQL queries to get data from different databases.
- Performed monthly commission calculations of agents and Team Leaders.
- Processed franchisee partners' recruitment and creation of their Master Sim.

Labor World, Ottawa, Canada – General Labor

2015

- Organized, cleaned, and supported construction workers at construction sites.
- Organized and created storage plans for different warehouses.
- Oversaw traffic control in construction zones.
- Assisted with relocating clients; by wrapping, labeling, and sorting their belongings.

Internships**Airtel Telecom, Rwanda**

2018

- Performed daily reports on Airtel Money agent's kiosk performance in both Airtel Money and Sales & Distribution departments.
- Provided feedback on agent's transactions analysis through reports.
- Oversaw onsite and on-call IT support to Airtel staff with software installations, system troubleshooting, account creation, laptop repair, and maintenance.
- Arranged internet services for clients, including installing routers and configuring the internet.

IBM Career Education Program, India - Certified

2016 - 2018

- Developed Android applications under the supervision of the IT department.
- Learned how to develop different Android applications using Android Studio software and successfully used those skills to complete a project for a Mobile App.
- Worked with a team to create and implement a student learning platform Application.
- Aided students and staff with IT support-related issues, laptop repair, maintenance, software installation, and system troubleshooting.

Education**Algonquin College, Ottawa, ON**

2023 – present

- Interactive Media Design

Lovely Professional University, India

2018

- Bachelor of Science in Information Technology

University of Ottawa, Canada

2015

- Computer Engineering

Ecole Technique St Kizito, Rwanda

2012

- Secondary Diploma Certificate in Computer Science