

# Winny Didine Ineza

Rwandese| KG 594 St| +250 784 258 883

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## SUMMARY

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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

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**African Leadership University** – Kigali, Rwanda  
Bachelor of Software Engineering

September 2022 – July 2026

## PROFESSIONAL WORK EXPERIENCE

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### Operations Intern

August, 2023 – Present

**Job In Rwanda** – Kigali, Rwanda

- Ensure that Ads are posted on the JiR website in a timely manner;
- Ensure that advertisements posted on the website are free of errors and are consistent with what the customers have sent;
- Make the corrections on the advertisements upon the client's request on time;
- Prepare quotes (PROFORMA invoices) for clients.

### 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

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**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 Tallent	• 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 <a href="mailto:kisaro@alueducation.com">kisaro@alueducation.com</a>	<b>Sr. Laetitia Musanabaganwa</b> Headmistress Maranyundo Girls School <a href="mailto:gmaranyundo@yahoo.com">gmaranyundo@yahoo.com</a> +250 782 536 587	<b>Missy Olivia Ngabire</b> Executive Assistant Water Access Rwanda <a href="mailto:missy@warwanda.com">missy@warwanda.com</a> +250 785 637 106
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