

Names: UWIMANA JeanMarie
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EXPERIENCE

CCI RWANDA

Kigali, Rwanda

Call centre agent

October 2024-present

- Worked as an agent in shutterfly campaign where I used to answer the inbound calls, providing accurate information about products, services, policies, and promotions, assisting with account updates, and troubleshooting, escalating complex issues to supervisors when necessary, ensure a professional, friendly, and empathetic tone.
- Working currently in ground cloud campaign and my main task is to review the videos and mark the disputes made by the drives simply data notation
- Taking charge in the MD's absence and makes time-sensitive operational decisions when required.

BE INDANGAMIRWA GENERATION Ltd

Kigali, Rwanda

Deputy managing director

February 2025-present

- Overseeing all department heads (finance, logistics, HR) resolves conflicts, and enhances collaboration.
- Acting as a direct link between heads and MD, providing regular updates and strategic recommendations.
- Taking charge in the MD's absence and makes time-sensitive operational decisions when required.

BE INDANGAMIRWA GENERATION Ltd

Kigali, Rwanda

Chief Operation Officer

November 2022- February 2025

- Managing the relationships with suppliers and vendors to ensure timely delivery of goods and services.
- Handle customer appointment requests.
- Coordinate and decide and execute any of the tasks in the company.
- Identifies the process improvements that will lead to efficiency and reducing the costs.

Rwanda youth volunteer

Kigali, Rwanda

Volunteer

April 2020-August 2020

- Social distancing promotion.
- Reminding people to wear masks effectively.

EDUCATION

ADVENTIST UNIVERSITY OF CENTRAL AFRICA

Kigali, Rwanda

MASTERS OF BUSINESS ADMINISTRATION in Project Management

March 2026- Present

- Advanced Human Resource Management, Advanced Research Methodology, Operation and Total Quality management

UNIVERSITY OF RWANDA

APPLIED STATISTICS in Demography

- Relevant coursework: *Econometrics*, Stochastic s, Sample surveys, Operation research, Advanced mathematics, Statistical computing, Stochastic processes.

Certification

- Cultural trainer certificate by MINUBUMWE, Virtual assistant certificate by Alx

SKILLS

- Technical Skills: Advanced excel, STATA, GIS, R-Programming, SPSS, Ms word, Ms Excel Ms PowerPoint. Soft Skills: Problem solving, Adaptability, leadership skills, Communication skills. Languages: Native in kinyarwanda, fluent in English.

REFERENCES

Kanyeshuli Alexandre, Lecturer, University of Rwanda, 0788502507, akanveshuri@ur.ac.rw
Murwanashyaka Fred, Legal officer, Profammes TWESE HAMWE, 0785188616, frednziza@gmail.com
Rugero Jean Claude, Dukundane Family Coordinator, 0788818920, rugeroic@gmail.com

