



# PACIFIQUE TUYISHIMIRE

## CUSTOMER SERVICE SPECIALIST

### CONTACT

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### EDUCATION

2023-2025  
UNIWERSYTET WSB MERITO

- Bachelor of Sales and Marketing

2018-2021  
SAINT JEROME JANJA

- High-school diploma in MPC (Mathematics, Physics and Computer science)
- (GPA: 3.8 / 4.0)

### SKILLS

- Troubleshooting
- Microsoft azure
- Network administration
- HTML and CSS
- Java script
- Python
- SQL

### LANGUAGES

- English (Fluent)
- French (Basic)
- Polish (Basics)

### PROFILE

Skilled IT and Customer Specialist with 3 years of experience in the IT and customer service sectors. Proficient in troubleshooting, network administration, Microsoft Azure, and data security, achieving a 95% customer satisfaction rating.

### WORK EXPERIENCE

#### Concentrix

2023 - PRESENT

Customer service specialist

- Handle inbound and outbound calls from customers and provide information, assistance, and solutions
- Follow up with customers to ensure satisfaction and loyalty
- Maintain accurate and updated records of customer interactions and transactions
- Trained 5 junior customer service specialist

Feb2021- Dec2022

#### MTN Rwanda

IT Specialist

- Managed the IT infrastructure of a medium-sized company, including servers, routers, switches, firewalls, and desktops
- Resolved over 500 technical issues, achieving a 95% customer satisfaction rate
- Implemented a new backup system that increased data security and reduced recovery time by 50%

### REFERENCE

#### Brian M

Concentrix/Senior operaton manager

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#### Alice Kabirigi

MTN Rwanda/Manager

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