

Emmanuella Ikirezi

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SUMMARY

Curious, driven, and adaptable young professional passionate about using technology to solve real-world challenges. Currently pursuing a Bachelor's degree in Software Engineering at African Leadership University. I aspire to lead impactful projects that blend creativity and functionality, empowering communities through innovative digital solutions.

EDUCATIONAL BACKGROUND

African Leadership University – Kigali, Rwanda

September, 2024 – March, 2028

BSc (Hons) in Software Engineering

Relevant Coursework: Data Structures & Algorithms, Object-Oriented Programming, Software Engineering Principles

PROFESSIONAL WORK EXPERIENCE

Research Assistant (freelancer)

October, 2024 – Present

60 Decibels – New York, USA (Remote)

- Collected and entered survey data with a high level of accuracy, ensuring all responses met strict quality control standards.
- Maintained data integrity by following detailed protocols, contributing to reliable and actionable insights for impact-driven research projects.
- Demonstrated independence and accountability while working remotely on international assignments, consistently meeting deadlines and performance expectations.

Customer Service Representative

November, 2023– August, 2024

DSTV Rwanda – Kigali, Rwanda

- Responded to inbound and outbound customer inquiries, providing timely, product-specific solutions and support to improve satisfaction and retention.
- Collaborated with team members to resolve customer issues through efficient decision-making and shared problem-solving.
- Utilized in-depth product knowledge to communicate benefits clearly, resulting in improved customer understanding and trust.

Customer Insights Specialist (Fixed Contract)

September, 2023– October, 2023

BasiGo Rwanda – Kigali, Rwanda

- Collected feedback from key customer interactions to identify trends and pain points across various touchpoints.
- Tracked customer experience metrics and recommended actionable improvements to internal teams, enhancing service delivery.
- Contributed to short-term strategy planning by translating data into clear, user-focused insights.

EXTRACURRICULAR ACTIVITIES

SoCreative Program – British Council

December, 2024–March,2025

- Participated in an intensive creative entrepreneurship program, engaging in hands-on workshops, mentorship sessions, and collaborative projects.
- Developed practical knowledge of the creative industry, including business modeling, audience engagement, and project design.
- Strengthened communication and collaboration skills by working with diverse creatives and industry experts, laying a strong foundation for launching impactful creative initiatives.

CodeXtreme 2025(Hackathon) – African Leadership University

February 26 – March 1, 2025

- Engaged in a four-day immersive hackathon, actively collaborating with a diverse team to innovate and prototype digital solutions under tight deadlines.
- Employed problem-solving, coding, and critical thinking skills to address real-world challenges, contributing to team brainstorming and rapid iterative design.

SKILLS

• Python

• Problem Solving

• Client Prospecting

- Html and CSS
- Javascript

- Interpersonal Skills
- Time Management

- Project Team Management
- Remote Collaboration Tools

INTERESTS

- Women Empowerment
- Nature

- Visual Arts & Storytelling
- Poetry

- Cultural Preservation
- Music

LANGUAGES

- English –Fluent

- Kinyarwanda – Native

- French – Intermediate