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# Monique Niyobyose

Software Engineering Student | Aspiring Software Engineer | Web Development Enthusiast

Kigali, Rwanda | +250 793 198 193 | moniqueniyobyose15@gmail.com

LinkedIn: <https://www.linkedin.com/in/monique-niyobyose-302809367>

GitHub: <https://github.com/Monique-creator>

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## OBJECTIVE / PROFESSIONAL PROFILE

Aspiring Software Engineer and Software Engineering student at African Leadership University, passionate about building scalable web applications and using technology to solve real-world problems. Skilled in HTML, CSS, JavaScript, Python, and backend fundamentals with growing experience in APIs, Linux systems, and web infrastructure tools such as Nginx and Docker. Interested in both frontend and backend development and motivated to apply technology to improve access to education and economic opportunities in underserved communities. Known for strong problem-solving skills, teamwork, and commitment to continuous learning in modern software development.

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## EDUCATIONAL BACKGROUND

### Bachelor of Science in Software Engineering

African Leadership University | Kigali, Rwanda | May 2025 – July 2028

Relevant Areas of Study:

Software Development, Web Development, Programming Fundamentals, System Infrastructure, Problem Solving

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### Advanced Level Certificate (A2)

Ecole Des Sciences De Musanze | Musanze, Rwanda | 2024

Combination: Physics, Chemistry, Mathematics (PCM)

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## Ordinary Level Certificate

Groupe Scolaire Notre-Dame De Lourdes Byimana | Byimana, Rwanda | 2021

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## WORK EXPERIENCE

### Customer Service Representative

Equity Bank Ltd | Rwanda | February 2025 – Present

- Assist customers with account inquiries, transactions, and banking services.
  - Resolve customer complaints and disputes while maintaining high service quality.
  - Ensure compliance with banking regulations and protect sensitive customer information.
  - Strengthen customer relationships through effective communication and support.
  - Contribute to improving overall customer experience through efficient service delivery.
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### Bank Teller

Equity Bank Ltd | Rwanda | January 2025 – February 2025

- Processed deposits, withdrawals, and account transfers accurately.
  - Maintained detailed transaction records to prevent discrepancies.
  - Managed daily cash handling and balancing of cash registers.
  - Ensured high levels of transaction accuracy and financial accountability.
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### Teaching Assistant

Sunzu Yacu Library | Rwanda | September 2021 – December 2024

- Prepared course materials and assignments for students.
  - Guided and instructed learners in academic activities.
  - Evaluated student performance and provided constructive feedback.
  - Encouraged student participation and learning engagement.
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### Class Monitress

Ecole Des Sciences De Musanze | Musanze, Rwanda | March 2023 – July 2023

- Coordinated classroom activities and maintained discipline.
  - Encouraged teamwork and positive learning environments.
  - Supported classmates in academic and extracurricular activities.
  - Represented student concerns and communicated them to teachers.
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## PROJECTS

### Student Financial Tracker

Tech Stack: HTML, CSS, JavaScript

GitHub: <https://github.com/Monique-creator/summative-financial-tracker>

Live-Demo: <https://youtu.be/Ck310LICEFM>

- Developed a financial tracking application to help users monitor expenses and manage budgets.
  - Designed a simple user interface for entering and tracking financial data.
  - Implemented basic data handling features to organize financial records.
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### Vaccination Tracking System

Tech Stack: Programming & Database Concepts

GitHub: [https://github.com/Bol-Dau/vaccination\\_tracking\\_system](https://github.com/Bol-Dau/vaccination_tracking_system)

- Contributed to a system for tracking vaccination records and managing patient information.
  - Helped organize data and system structure for efficient tracking of immunization records.
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### Plagiarism Detector

Tech Stack: Python

GitHub:

[https://github.com/Monique-creator/Lab-2-Plagiarism-Detector\\_Monique-creator](https://github.com/Monique-creator/Lab-2-Plagiarism-Detector_Monique-creator)

- Developed a tool to detect similarities between documents.
  - Implemented algorithms to compare text files and identify potential plagiarism.
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## COMMUNITY LEADERSHIP & VOLUNTEERING

## **Volunteer Educator**

Sunzu Yacu Library | Rwanda

- Supported education initiatives by teaching and mentoring students.
  - Encouraged learning and academic improvement among young learners.
  - Contributed to community development through educational support.
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## **KEY ACHIEVEMENTS**

- Improved customer satisfaction by delivering high-quality customer service interactions.
  - Successfully resolved a large percentage of customer complaints within 24 hours.
  - Processed hundreds of financial transactions with high accuracy.
  - Coordinated academic and classroom activities effectively as class monitor.
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## **TECHNICAL SKILLS**

### **Programming Languages**

- Python
- JavaScript
- HTML
- CSS

### **Web Development**

- Responsive Web Design
- Frontend Development Fundamentals
- API Integration Basics

### **Tools & Technologies**

- Git & GitHub
- Linux
- Nginx
- Docker
- Node.js

### **Other Skills**

- Problem Solving
  - Customer Relationship Management
  - Communication & Teamwork
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## **INTERESTS**

- Web Development (Frontend and Backend)
  - Backend Systems and APIs
  - Technology for Community Development
  - Digital Solutions for Education and Economic Growth
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**References Available Upon Request**