

Jean Paul NIYOMUGABO

Deira/Dubai/UAE

Rwandan/Married

Contact

+971558482205

Nikore.niyomugabo@gmail.com



Dynamic Demand within 13 Years of experience in banking sector, Customer Service and Product management with success in supporting sales chain management. Highly adept and detail-oriented in developing digital payment systems, efficiency in customer delivery, managing E-Banking services and coordinating implementation of local & international systems

Languages

English

French

Swahili

DEVELOPED & PERSONAL ATTRIBUTES

1. Meet deadlines
2. Prioritizing the work
3. Leadership Abilities
4. Creative and Innovative
5. I can work independently
6. Clients Relationship
7. People management
8. Clients Negotiation
9. Teamwork
10. High integrity
11. Positive "Can do" attitude.
12. Sales and Marketing
13. Always willing to learn

Work Experience (From 2010 to 2023)

Head of E-Business at Guaranty Trust Bank Rwanda Ltd

2010-10-
2016-11

- Managed and re-designs E-Business staffs facing customers to make them customer oriented.
- Coordinate and identify all risks in cards projects and other digital payment systems.
- Daily Management of Cards Management Systems, Mobile Applications & Internet banking platforms.
- Responsible of corporate customers visits for selling corporate banking solutions like online banking, debit retail cards and corporate cards etc...
- Solving & support branches related to Internet & Mobile banking challenges.

E-Business Projects Manager at Bank of Africa Rwanda

2016-12 -
2019-11

- Responsible of digital products development and drive the implementation to all branches.
- Participate in training and also provide training to all institution staffs on the Digital products.
- Lead & Supervise all Digital channels tests and UAT with vendors.
- Work closely with IT Team in integration of new products and upgrade existing
- Facilitate and support clients for processing their payments remotely.

CDMs & ATMs Manager at I&M Bank Rwanda Ltd

2020-01 -
2023-03

- Daily ATMs & CDMs Management
- Improve customer usage and maintain systems above 98%.
- Standardization of EJ and implementation of NFC via ATMs
- Implementation of monitoring tool of CDMs & ATMs.
- Analyze and address all issues faced by branches and clients related to CDMs & ATMs.
- Expansion of CDMs & ATMs Network

2010-11 -

2020-12

8 MAIN SUCCESSFUL PROJECTS IN DIGITAL CHANNELS

GT Bank / Bank of Africa/ I&M Bank, Rwanda

- In 2015, i am the 1st implemented MasterCard Project successfully in banking sector with GT Bank and we launched Debit, Corporate & Platinum Cards.
- In 2017, I have putted in place Visa Card project at Bank of Africa and we launched successfully Visa Debit, Prepaid and Elite Cards.
- I have re-designed CDMs & ATMs Management for facilitating customers and generate revenues to the bank at I&M Bank.
- Implementation and daily management of Retail & corporate Internet Banking named "GAPS" at GT Bank.
- Implementation and daily management of Retail & Corporate Internet Banking solutions at Bank of Africa Rwanda.
- I have Planned, executed and managed utilities & Billers integration with all TELCOMs and so many partners such as RRA, WASAC, RSSB etc.. on behalf of GT Bank & Bank of Africa
- Implementation of both USSD and Mobile App solution at Bank of Africa Rwanda Plc and GT Bank Plc.
- I have implemented successfully remittances services such as Western Union, MoneyGramm, RIA etc... at GT Bank

RECENT AWARDS & COMPANIES APPRECIATION.



- ✓ 2014-2015 Best Staff at GT Bank
- ✓ 2017-2018 Best Staff at Bank of Africa
- ✓ 2020-2021 MD's Appreciation letter at I&M Bank

International Companies that I worked with.

1. Open Way (Way4)



2. TELCOM (MTN, AIRTEL)



3. VISA International



4. MasterCard International



5. NCR ATMs



6. NI: Network International



7. Diebold Nixdorf ATMs



PROFESSIONAL TRAININGS

- ✓ Remittances services work shop at CASABRANCA (2013)
- ✓ VISA & MC international Operating Regulations at Lagos (2015)
- ✓ Projects management and implementation of Banks Payment products in Egypt (2016)
- ✓ ATMs Management and PCI- DSS in Senegal (2018)

Education

- | | |
|-------------|---|
| 2009 - 2011 | BAC certificate in economics and business studies
<i>ULK Kigali, Rwanda</i> |
| 2012 - 2013 | Bachelor's degree in Economics and Business studies, option of Finance.
<i>ULK Kigali, Rwanda</i> |

References

- ✓ JEAN CLAUDE RUTAYISIRE: IT Manager at I&M Bank, Phone number: +250 788 416 952
- ✓ Col. Dr. JEAN PAUL BITEGA: Comdt Medical Regiment at RDF: +250 788 308 423

JEAN PAUL NIYOMUGABO