

**Jean Paul NIYOMUGABO**

Deira/Dubai/UAE

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***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 2009 to 2023)

2009-04

2009-12

### Hotels & Restaurant Experiences (Kigali Marriott & Serena Hotels)

- Greet all guests and assist them with check-in and check-out.
- Maintain a positive attitude and friendly demeanor.
- Respond to all guest questions and requests.
- Answer and forward phone calls to the concerns team
- Manage guest bookings and reservations.
- Assist with administrative and clerical tasks as needed

2010-01-

2016-11

### E-Business S. Manager at Guaranty Trust Bank Rwanda Ltd

- Ensures the consistent delivery of customer service and client satisfaction.
- Sale, Personalize & deliver corporate & credit to clients within 24 Hours
- Managed and re-designs sales team and make them customer oriented.
- Daily Management of Cards Management Systems, Mobile Applications & Internet banking platforms.
- Receiving, Analyzing and Solving client's complaints related with Digital Services, Cards, ATMs and other banks payment systems

2016-12 -

2019-11

### E-Business Projects Manager at Bank of Africa Rwanda

- Liaise with third party supplier / contractors, monitoring performance against Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), including attending monthly supplier review meetings.
- Responsible of Omni channels products and drive sales teams into all branches.
- Participate in training and also provide training to all institution staffs on all Digital products.
- Facilitate and support clients for processing their payments remotely.
- Lead & Supervise all Digital channels tests and UAT with vendors.
- Plan and execute utilities & Billers integration & payment through system
- Maintain both soft and hard filing systems, ensuring consistency and support management team where required.

### Other Skills & Experiences

- ✓ Acting as info-hub for providing administration related information and supervising administrative activities like general admin, verification of stationery stock, petty cash, courier, florist, pest control, housekeeping, etc.
- ✓ Monitors and reviews progress of contractual agreements, checks invoices for payment, resolves any problems that arise, performs post contract evaluations, creates and maintains procurement records, ensuring accuracy and

## International Companies that I worked with.

### 1. Marriott, Mille Colline & Serena Hotels



### 2. Open Way (Way4)



### 3. TELCOM (MTN, AIRTEL)



### 4. VISA International



### 5. MasterCard International



### 6. NCR ATMs



### 7. NI: Network International



## 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)

2020-01 -

2023-03

## CDMs & ATMs Manager at I&M Bank Rwanda Ltd

- Daily ATMs & CDMs Management
- Customer care, Support and guide clients on how to use banks products
- Improve customer usage and maintain systems uptime to 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.

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 1<sup>st</sup> 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.

## Education

2009 - 2011

### BAC certificate in economics and business studies

*ULK Kigali, Rwanda*

2009 - 2011

### BAC certificate in economics and business studies

*ULK Kigali, Rwanda*

2012 - 2013

### Bachelor's degree in Economics and Business studies, option of Finance.

*ULK Kigali, Rwanda*

## Reference

- ✓ **AHMED ALAA:** Open Way4: Call & WhatsApp +20 111 179 9995

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