

Owen Andy GWIZA

Rwandan | KK 12 Avenue, 158 Kigali, Rwanda | +250785176864
andyowen360@gmail.com | [LinkedIn](#)

SUMMARY

"Creativity has been all about inventing, experimenting, growing, taking risks, breaking rules, making mistakes, and having fun but mostly learning new things." This is just a glimpse of what I have been able to achieve. Try me, and you shall never regret it.

EDUCATIONAL BACKGROUND

African Leadership University – Kigali, Rwanda
Bachelor of Science in Entrepreneurial Leadership
Relevant Coursework: Business, Strategy and Investment

January 2023– Present

College Saint André – Kigali, Rwanda

January 2018 – July 2021

High school - A'Level Certificate

Relevant Coursework: Mathematics, Physics, and Geography

PROFESSIONAL WORK EXPERIENCE

STRATEGY AND POLICY ANALYST

September 2024 – December 2024

Rwanda Development Board (RDB) – Rwanda, Internship

- Collaborated with the World Bank on the Business Ready Index and consulted national institutions to implement reforms improving Rwanda's global performance.
- Assisted the Chief of Strategy, Business Partnerships, and Communications in executing various strategic and operational tasks across departments.
- Created a Policy Implementation Tracker to monitor reform progress, an RDB Conversion Tracker to follow up on international engagements and convert outcomes, and a Rwanda International Outreach Calendar to enable data-driven planning for events and engagement metrics.
- Provided strategic advisory support on best practices for follow-ups for partnerships with the EU, WEF, and AfDB.

TICKETING ADMINISTRATOR

March 2024 – June 2024

National Basketball Association (NBA) – Basketball Africa League – Rwanda, Hybrid

- Successfully managed ticket sales operations for BAL season 4 games in 4 different countries and prepared detailed sales reports for management review.
- Facilitated the printing, organizing, packaging, and delivering of physical tickets to ensure a smooth distribution process and sent over 1,000 digital tickets via email, ensuring timely and accurate delivery.
- Coordinated with various departments to develop and execute promotional campaigns, contributing to a significant boost in game attendance and overall fan experience, and working closely with our partners and investors.
- Provided comprehensive protocol support to VIPs and executives, ensuring a seamless and exceptional experience. Also, calculated ticket allocation for different client groups based on budgets, applied discounts, and reported results for strategic planning during the entire season 4.

UNDERWRITER

July 2023 – July 2024

Invisible Technologies – United States, Remote

- Reviewed and processed our client's applications efficiently and accurately, ensuring that all application details were complete and verified for authenticity by performing research and risk analysis to determine client eligibility for our rental property products and services.
- Used different software tools for fraud screening procedures to detect and prevent fraudulent applications and any related fraudulent activity in their documents.
- Calculated applicant incomes using various systems and financial documents, such as pay stubs, tax returns, and bank statements. To assess the risks accordingly to come up with the right decision, also collaborated with financial institutions and employers to verify income information, ensuring accuracy in the evaluation process.

OPERATOR

November 2022 – June 2023

Invisible Technologies – United States, Remote

- Collaborated with other teams within Invisible Technologies, such as product development, marketing, and sales, to identify and address customer needs and improve the overall customer experience.
- Prioritized responding to customer inquiries, questions, and concerns promptly and professionally, with the goal of resolving any issues and ensuring customer satisfaction. And I worked on many calling different projects for our clients by collecting data and checking quality before delivering files.
- Performed Troubleshooting technical issues related to Invisible Technologies' products and services and worked with other members of the technical support team to resolve more complex issues.

VIRTUAL CUSTOMER SUPPORT

January 2022 – February 2023

Pearson Vue I World wide support – Rwanda, Hybrid

- Assisted different customer cases like upset customers, customers facing various technical issues, customers entering testing space with unauthorized items, and customers violating exam testing policy.
- Trained new employees on how to assist customers in case they call or chat with customers, what to do if a candidate violates exam testing policy, and how to handle upset customers with empathy and good communication skills.
- Handle 40+ Calls daily, and respond to over 100+ live chats with duties including assisting with technical issues, policy violations like using a cell phone during the exam, and information clarification.

EXTRACURRICULAR ACTIVITIES

BASKETBALL OPERATIONS VOLUNTEER, Shooting Touch (NGO)

October 2024 – Present

Supporting court activities, player engagement, and program coordination to ensure overall smooth operations.

Head of Team in Charge of Development (TCD), Seven United For The Needy (NGO)

October 2019 – March 2021

Volunteering and organizing community services across the country.

Making reports, posters, and planning for charity events.

PRESIDENT OF TAX CLUB, Rwanda Revenue Authority

May 2019 – June 2021

Mobilizing Rwandan youth toward tax awareness and compliance in my high school.

CERTIFICATIONS

Professional: Certified Business Professional Customer Service 3rd Edition Certification by the International Business Training Association (IBTA) & Certified Virtual Assistant (ALX)

Others: Duolingo English Proficiency test, Data Analytics in Sports Law and Team Management, Building Fintech Startups in Emerging Markets, and Solving Problems with Creative and Critical Thinking.

SKILLS

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|-------------------|-------------------------------|----------------------------------|
| • Multi-tasking | • Project management | • Attention to detail |
| • Time Management | • Microsoft Office skills | • Leadership and Teamwork |
| • Cloud Computing | • Customer service management | • Organization and recordkeeping |

INTERESTS

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|------------------------|------------------------|------------------------|
| • Business Development | • Executive Assistance | • Personal Development |
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LANGUAGES

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| • English – Expert | • French – Advanced | • Kinyarwanda – Native |
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