



STEVE SHEMA  
NDAYAMBAJE

+974 6645 9667  
sndayamb@andrew.cmu.edu  
Ar-Rayyan, Qatar Foundation,  
Doha, Qatar

## PROFESSIONAL SUMMARY

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Skilled team player with a strong background in public engagement. Works well independently and as part of a team to handle the assigned tasks and always ready to go beyond basics assignments. Quick learner with good interactive and engagement abilities.

## SKILLS

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- Customer engagement
- Customer service
- Teamwork
- Organization
- Planning
- Resource allocation
- Social media marketing
- Recommend solutions
- Analytical thinking
- Coordination
- Research

## EXPERIENCE

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**Civil Services Attendant, MINISTRY OF EDUCATION (Rwanda)**, Aug 2021 - Jun 2022, Kigali, RW  
Communicated pleasantly and professionally to deliver exceptional customer service to patrons. Had various interactions with the public and acted as a public liaison for the ministry.

**Brand Ambassador, Mercedes BENZ Fashion Week Kigali**, Dec 2020 - Jun 2022, Kigali, RW  
Achieved sales goals and marketing objectives, delivered memorable customer experiences, and drove brand awareness and loyalty.

**IT Technical Support Intern, MTN Rwanda**, Aug 2021 - Dec 2021, Kigali, RW  
Kept team technical documentation and inventory records updated. Assisted with installation and upgrading of software to meet changing team needs. Researched technical issues thoroughly to complete accurate repair work. Delivered knowledgeable technical support to employees and troubleshoot advanced problems for complex repairs.

## EDUCATION

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Bachelor of Science, Computer Science Jun 2026  
**Carnegie Mellon University** - Doha, Qatar

High School Diploma, Mathematics, Physics, and Computer Science Jul 2021  
**Glory Academy** - Kigali, Rwanda

## LANGUAGES

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**English**, Fluent

**French**, Fluent

**Kinyarwanda, Rwanda**, Native