

KELLY BAYINGANA RUTIMIRWA

SALES SPECIALIST

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Vancouver, Canada

About Me

Reliable and hardworking professional with experience in fast-paced retail and operations environments. Strong attention to detail, safety awareness, and organization, with the ability to handle physical tasks and flexible shifts. A dependable team player who takes pride in maintaining clean, efficient work areas and supporting team goals.

Experience

Apple Inc.

Retail Specialist

Nov 2023 - Present

- Deliver tailored customer service by actively listening to client needs and providing personalized solutions.
- Respond promptly to customer inquiries and concerns, ensuring a positive and satisfying experience.
- Educate customers on repair options, AppleCare services, and best practices to optimize their device experience.
- Participate in new product launches and resets, ensuring all demos are functional and meet merchandising principles.
- Stay up to date on Apple technology, security policies, and support protocols to maintain store operations.

Inyange Industries

Warehouse Associate

Apr 2022 - May 2023

- Assisted with receiving, organizing, and storing inventory to ensure timely restocking of products.
- Loaded, unloaded, and moved supplies safely within storage and service areas.
- Maintained a clean, organized, and efficient stock area in compliance with safety standards.
- Supported inventory counts and monitored stock levels to prevent shortages or overstocking..

Zip Collection

Salesperson

Jan 2021 - April 2021

- Enhanced customer purchasing experiences by providing samples, catalogs, and product information.
- Demonstrated strong product knowledge, fostering brand loyalty and positive customer interactions.

CONSULTANCIES & EXTRA CURRICULAR

Bay Graphics Ltd

Graphic Designer & Founder

- Developed high-quality graphic designs for clients, utilizing Adobe Creative Suite to meet marketing objectives.
- Successfully managed multiple projects, delivering creative solutions that exceeded client expectations.

ASK

Founder & CEO

Founded ASK to address youth challenges like drug abuse, unemployment, and mental health through programs that promote sustainable growth and resilience. Designed workshops to enhance job readiness, and led strategic initiatives to expand community outreach and impact on youth development.

Education

2023 - Ongoing

Columbia College

Computer Science program

2015 - 2021

Excella School

Computer Science transfer Program;
Math, Physics, Chemistry, Entrepreneurship


Language

English 

French 

Kinyarwanda 

Swahili 

Kirundi 

Expertise

- Technology & Troubleshooting
 - Merchandising & Visual Presentation
 - Customer Service & Sales
 - Program & Project Management
 - visual design
 - Device Setup and Configuration
 - Customer Education and Support on Apple Products and Services
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