

CURRICULUM VITAE

Name:Dieudonne Nagiruwubuntu

Nationality: Rwanda

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Marital status: Married.

PROFESSIONAL SUMMARY

Born on 21st July 1988 in Kigali City, Gasabo District, Remera Sector, Nyabisindu Cell.

Dieudonne is a son of Mudenge Gregoire and Jenne Murekatete.

Dieudonne has more than ten (13) years of professional experience in managerial positions, administration work and managing high level Political and diplomacy events held mostly at Aegis Trust and other governments events While working at Kigali genocide memorial, I have successfully coordinated the visits of high level official including presidents and kings of various countries such as UK, China, Morocco, Gambia, India, USA, France, Jordan ..among others.

In my current role, I oversee the Kigali Genocide Memorial and its workings. I am in coordination of Very important national events at Kigali Genocide memorial including visits planning and facilitations, budget planning, networking, and liaising the institutions with both government and non-government institutions, contribute to the strategic planning for the institution.

I have served KGM for more than thirteen years in various capacities all focusing on diplomacy, High level protocol, administration, managing events, public relations, emceeing big functions and planning for various events of the organization. Before joining KGM, I was at EBUMAKE where I oversaw public relations and event management-an organization that significantly built my career in events management and public speaking.

I possess a bachelor's degree in business studies from Univeriste Libre de Kigali.I received several short courses, trainings and attended both national and international conferences and workshops all focusing on international relations, Diplomacy, Rwandan History, Genocide Studies, Tolerance, peace building, hospitality, customer care event and people management among others. I am fluent in English, French, Kinyarwanda and good Kiswahili.

Education

Bachelor's degree in business studies, Universite Libre de Kigali (ULK), 2011

Experience

January 2022 up now: KGM manager

Key RESPONSIBILITIES:

- In charge of overall coordination of the Memorial`s activities and Staff
- Providing talks about Rwanda rebirth and different homegrown solutions
- Together with finance manager prepare the annual budget for the organization
- Coordinate all the visitor routing and support to the teams for a more educational experience
- Coordinate the orientation of visits, VIP guided tours and bookings in support of the reception team
- Report daily to the Executive director for the cases that need attention
- Serving as senior guide

June 2016-2021: Visitors Relations manager at AEGIS TRUST-Kigali Genocide Memorial

KEY RESPONSIBILITIES

My duties are generally to manage the day to day public and visitors related events of Kigali genocide memorial. Below are the details of my duties

- Manage customer care and public relations for the Kigali Genocide Memorial
- Coordinate the preparations of all the events related to KGM visitors
- Ensure the AEGIS Trust and KGM images remain reputable
- Design and maintain the public relations protocol and procedures
- With finance team, develop departmental plans and budget
- Coordinate with various government and non -governmental entities to ensure national and international guests have fruitful visit to KGM
- Advise the senior management of the AEGIS Trust and KGM on customer services improvement
- Liaise with psychologist team to organize the social support to the survival vulnerable families
- Collect the customer feedback and design response mechanisms and strategies
- Coordinate the production of key messages and materials for KGM
- Coordinate booking and other logistical arrangements of High profiles officials for the KGM (eg Head of state, head of missions)
- Facilitate visit of national and international visitors to KGM
- Coach and train new staff on customer and events management

- Manage the customer care and event management team members
- In collaboration with communication team, advise the message for the social media for KGM and respond to queries
- Perform any other duties as advised by the KGM Director

January 2013- May 2016: Visitors Guide officer at AEGIS TRUST-Kigali Genocide Memorial

KEY RESPONSIBILITIES:

- Guide the visitors of KGM and respond to all queries
- Coordinate booking of local visitors to KGM
- Ensure the site is well organized and ready to host visitors
- Update the management on the frequent asked questions and propose responses
- Support the management on the yearly and quarterly planning and budgeting
- Support in visibility and communications of the KGM
- Liaise with other department to ensure the KGM is well reputed nationally and internationally
- Support in logistics of the visitors and respond to queries
- Work with procurement team to ensure the site has all the consumables for staff and visitors
- Draft the expense forecasts for management input and approval

November 2010- December 2012: Sales and social support officer at AEGIS TRUST-Kigali Genocide Memorial

KEY RESPONSIBILITIES:

- Coordinate sales for the KGM to
- Liaise with the suppliers and customers for the organizations
- Ensure the supply chain for the good and services for the organizations is well managed
- Promote the local materials to the international visitors to KGM
- Draft the social support budget for the management
- Support in the identification of the most vulnerable families to get support
- Prepare purchase orders for the organizations and ensure delivery is timely done

- Make follow up of customer's invoices and keep records
- Advise international costumers on where to procure Rwanda made products
- Ensure value for money is applied in all purchases made
- Advise on the quality assurance of the products procured

January, 2009- July 2010: Public relations and Events officer at EBUMAKE Inc.

KEY RESPONSIBILITIES:

- Support in public Relations plan to advance the institution's branding and awareness initiatives
- Proactively support in developing internal and external communications and issue management guidelines and processes
- Work with management and department staff to establish best practice guidelines for optimizing news for online
- Assist in developing communications platforms, strategies and compelling messages for the company
- Maintain relevant statistics and information relating to the overall operation of EBUMAKE
- Support in managing media enquiries and uphold the reputation of EBUMAKE
- Serve the focal point for any event requests coming from EBUMAKE regional office
- Conducts yearly market research and gathers information accordingly;
- Maintains a working relationship with vendors and venues (hotels, training venues etc.).
- Planning event aspects, such as venue, seating, catering, transportation, equipment, promotional material and guest list within the set budget;
- Managing and overseeing events including problem solving, welcoming guests, directing event set-up, communicating with stakeholders;
- Ensures compliance with financial, legal, health and safety obligations;

4.COMPUTER LITERACY

- ◆ MS Word, MS Excel, MS Power Point, MS Internet Explorer
- ◆ SAP and PPM and HRIS

5. SHORT COURSES, WORKSHOPS AND TRAININGS

- ◆ 2023- Training on International Relations and Diplomacy
- ◆ 223- Short course about Holocaust and other genocide of 20th century
- ◆ 2023- Memorial and Museum interpretation strategy
- ◆ 2023- Public speaking skills
- ◆ 2019-Training on great lakes region history in Conflict
- ◆ 2029- Training about Human rights

- ◆ 2018-Short course about stress management and burnout
- ◆ 2018- Training about Leadership and people management
- ◆ 2018- Training about Women empowerment and positive masculinity
- ◆ 2017-Training on Diplomatic officials and high dignitaries protocol management
- ◆ 2017-Training on national and international event management by CUSTOMAS
- ◆ 2016-Short course on Public relations, people and culture by AEGIS TRUST
- ◆ 2016-Training on budget and planning by AEGIS trust
- ◆ 2016- Training on Visibility, advocacy and communications management
- ◆ 2015- Short courses on Tolerance and conflict resolution by Smith College (USA)
- ◆ 2015-Short courses on peace building and genocide prevention by Smith college (USA)
- ◆ 2015- Training on Public Speaking by Pioneer Valley Project (USA)
- ◆ 2014-Short courses on Project management (project design, monitoring and evaluation) by ITD
- ◆ 2013-HR performance and rewarding by CARIMO Africa
- ◆ 2010-Training on social media and public relations management by ADEKA Africa
- ◆ 2009-Short course in customer care and services delivery by EBUMAKE Rwanda
- ◆ 2009- Short Course in Hospitality management by Kenya Institute Management
- ◆ December 2011

*Driving License: Categories: B

7.LANGUAGES

Language	Spoken	Read	Written
KINYARWANDA	Excellent	Excellent	Excellent
ENGLISH	Excellent	Excellent	Excellent
FRENCH	Very good	Very Good	Very Good
KISWAHILI	Good	Fair	Fair

8. REFEREES

Gisagara Theonest. Tel 0788303567
 Hon. Munyangayo Theogene.Tel 0788517093
 Serge Rwamasirabo Tel 0725368003
 Olivier Rwamukwaya 0788302971
 cleophas Barore 0788567447

10.CERTIFICATION

I certify that the information given above is true and verifiable for the best of my knowledge.

Sincerely,

Dieudonne Nagiriwubuntu