

GAD

RWANDA

PROFESSIONAL SUMMARY

Dedicated and hardworking hospitality professional with over five years of experience in guest services, housekeeping, and food & beverage operations. Recognized for excellent communication, teamwork, and ability to work under pressure while maintaining high service standards. Passionate about delivering memorable guest experiences and eager to contribute to dynamic hospitality teams.

EXPERIENCE

Housekeeping Attendant

Umurage Garden Guest House – Rubavu, Rwanda | 2023 – Present

- Maintain cleanliness and hygiene standards across guest rooms and public areas.
- Replenish supplies including toiletries, towels, and minibar items.
- Respond promptly to guest requests and report maintenance issues.
- Contribute to high guest satisfaction through quality service delivery.

Housekeeping Attendant / Waiter

Erica Resort – Rubavu, Rwanda | 2022 – 2023

- Maintain cleanliness and hygiene standards across guest rooms and public areas.
- Replenish supplies including toiletries, towels, and minibar items.
- Respond promptly to guest requests and report maintenance issues.
- Welcomed and served guests with food and beverages.
- Handled order-taking, billing, and payment processing.
- Maintained cleanliness and presentation of the dining area.
- Responded to guest feedback and ensured service excellence.

Bellboy

El-Classico Resort – Rubavu, Rwanda | 2021 – 2022

- Assisted guests with luggage and escorted them to their rooms.
- Provided information about hotel facilities and services.
- Ensured smooth check-in/check-out processes.

EDUCATION

Petit Séminaire Saint Pie X de Nyundo | Nyundo, Rwanda

2014 – 2019

- Qualification: A2 Diploma
- Major: Mathematics–Chemistry–Biology (MCB)

Maranatha Primary School | Rwanda

2007 – 2013

- Qualification: Primary Certificate

KEY SKILLS & ABILITIES

- **Languages:** Kinyarwanda (Native), English (Very Good), French (Good)
- **Hospitality Skills:** Housekeeping, Guest Service, Food & Beverage Service, Teamwork
- **Computer skills:** Microsoft word, Microsoft excel and power point.

LEADERSHIP

- Team Leader (Housekeeping) at umurage garden guest house.
- School-Level Leadership (Class representative or monitor).
- National itorero leadership training (2019)
- Leadership and career development training (2021)

HOBBIES & INTERESTS

- Learning new hospitality techniques and customer service skills
- Team-building and leadership activities
- Travelling and driving
- Basketball and sports
- Passion for cleanliness, order, and service excellence