

Joel

RWANDA

Professional Statement

Dedicated and guest-focused professional committed to providing exceptional service to ensure each guest's experience is memorable and enjoyable. I prioritize attentiveness, promptness, and professionalism, while maintaining a warm and welcoming demeanor. My goal is to anticipate guests' needs, deliver accurate orders, and foster a positive dining atmosphere that encourages repeat visits and customer satisfaction. Also, I bring a team-oriented mindset, the flexibility to adapt in first paced environments, supporting team performance, and upholding the highest standards of service.

Experience

Barista cum Waiter at Great Seasons Hotel -Kigali

Jan 2015- Dec 2016

- Prepared Beverages like; espresso-based drinks, Brew coffee and tea using various methods.
- Answered questions about the menu and make recommendations.
- Handled customer complaints or issues in a professional manner.
- Presented checks to the guests and process payments accurately.
- Handled cash, credit cards, and room charges responsibly.
- Coordinated with kitchen and bar staff to ensure timely service

Other Work Experience

- VIP Protection at ISCO Security company ltd
- Security Officer at ISCO Security company ltd

Jan 2022

Nov 2018-Dec 2021

CCTV OPERATOR at ISCO Security company ltd

Nov 2017-Oct 2018

- Provided real-time updates to on-ground security personnel
- Coordinated responses by guiding teams using live footage
- Assisted with investigations by retrieving relevant video clips
- Stayed alert during shifts to avoid missing critical incidents.
- Maintained focus over long periods, especially during night shifts or low-activity times.

Education

Bachelor of science with honors in finance

ISCO CCTV Operator Certification

Key Skills & Abilities

Languages Spoken

English-Fluent in reading, writing

Skills

- Customer Service Skills
- Adaptability
- Ability to work with Team
- Communication skills
- Fast learner
- Computer skills

Hobbies/Interests

- Sports
- Travelling
- Customer service and volunteering
- Language learning
- Socializing and public speaking