

Eureka

DUBAI

Professional Statement

Empowered, committed and hardworking hospitality professional passionate about serving others who have Leadership, communication, interpersonal and teamwork skills. I am seeking to develop my career skills by applying hospitality to give excellent service to others. I have a strong desire and ability to work in areas aligned with customer care services and providing excellent service to customers, which I am passionate about, in which I possess a combination of skills and experience that make me to stand out of the crowd and I am looking for an Opportunity to learn and grow.

Experience

Receptionist - Qatar Global Sports Events Fifa World Cup (The Living Adventure) Jul 2022 – Jan 2023

Duties:

- Welcomed guests warmly upon arrival and assisted with check-in and check-out procedures
- Allocated guests to their rooms and provided keys
- Provided information about the hotel apartment facilities, local attractions, transportation, and other services
- Managed phone calls, emails, and correspondence; handled guest requests
- Assisted with administrative tasks such as filing and photocopying
- Responded to requests for help and information
- Prepared room bills and ensured prompt payments
- Greeted all guests and assisted them with check-in and check-out
- Maintained a tidy and welcoming front desk area

Receptionist – Al Mansour Suites Hotel Doha

April 2019 – June 2020

Duties:

- Answered and directed phone calls in a polite and friendly manner
- Welcomed visitors in a warm and friendly manner, and answered any questions visitors had
- Maintained reception area and all common areas in a clean and tidy manner at all times
- Operated standard office equipment on a regular basis, including a fax machine, a copy machine, and a computer
- Kept detailed and accurate records of visitor or clients' requests and of calls

Customer Service Representative | MTN Rwanda |

March 2019 – April 2020

Duties:

- Answering customers inquiries with courtesy and accuracy
- Handling 200+ customer interactions per day, giving detailed personalized, friendly and polite service to ensure customer retention and satisfaction

- Explaining product details and care to potential customers
- Made suggestions for improving products and services from customer feedback
- Resolving customer complaints via phone, email and social media
- Educate customers on special opportunities and company offering

Other Work Experience

Picker in Retail Sales – Carrefour

March 2024 – Present

Duties:

- Picking and packing items according to customer's preferences of orders
- Customer Service when there's some issues with orders or items which are not available
Team leader
- Checking the availability and quality of the items in the store
- Responsible for any refund of either money or items in the store
- Refilling items in the shelf's storage area in the store

Digital Marketing Agent at Rise Gates

June 2023 – May 2024

Duties:

- Planned advertising and promotional campaigns for products or services on multiple media channels, including social media, print, and otherwise
- Communicated and collaborated with stakeholders and vendors to promote success of activities that will enhance the company's presence
- Contributed ideas to marketing campaigns
- Conducted research and analyzing data to identify and define audiences
- Compiled, distributed and presented ideas, information and strategies
- Coordinated promotional activities, events and interviews

Education

Law - Kigali Independent University (ULK)

2019 -2021

Hospitality and Tourism Management - Esther's Aid School |

2022

Key Skills & Abilities

- Customer Service Skills
- Communication Skills and Interpersonal Skills
- Opera System Skills
- Innovative Skills
- Salesperson Skills
- Microsoft Word and Microsoft Excel Skills

Languages

- English
- French