

Dalia

RWANDA

Professional Statement

I am a service driven and guest focused hospitality professional with experience in customer care, guest engagement, and event coordination within fast-paced international environments. Skilled in delivering personalized service, managing guest interactions, and creating welcoming experiences, I consistently maintain high standards of professionalism, communication, and customer satisfaction. With a strong ability to connect with people from diverse cultural backgrounds, I am passionate about providing memorable guest experiences while contributing positively to team performance and operational excellence.

Experience

GUEST EXPERIENCE & EVENTS COORDNATOR | SELAH EXPERIENCE| KIGALI 2025- CURRENT

- Delivering exceptional guest experience by guiding participants through activities and ensuring a smooth, welcoming, and well-structured experience from arrival to completion
- Providing guest liaison support by delivering clear information about programs, activities, and expectations to ensure comfort, confidence, and understanding
- Coordinating guest flow, bookings, and attendance lists to ensure organized event operations and seamless participant management
- Engaging directly with guests throughout activities, fostering positive interaction, participation, and high levels of satisfaction
- Supporting end-to-end event execution, ensuring a friendly, professional, and service-oriented environment at all times
- Contributing to event promotion through digital content creation and community engagement to attract and inform participant

SPA THERAPIST | BE RELAX| DUBAI INTERNATIONAL AIRPOT 2021 - 2022

- Delivered high-quality spa and wellness treatments tailored to individual client needs, ensuring comfort, relaxation, and satisfaction
- Provided exceptional guest service in a fast-paced international environment, creating a welcoming and calming experience for diverse clients
- Built strong client relationships through personalized care, professionalism, and consistent service excellence
- Maintained strict hygiene, cleanliness, and operational standards to ensure a safe and premium spa environment
- Handled guest concerns with empathy and professionalism, ensuring positive experiences and high levels of customer satisfaction.

RETAIL OPERATION & CUSTOMER CARE SUPERVIROR| SUBLIME STORE | RWANDA 2023 – 2025

- Delivered exceptional customer care by ensuring a welcoming, attentive, and high-quality service experience for all clients
- Supervised daily retail operations in a fast-paced environment, ensuring smooth workflow and service efficiency
- Strengthened customer relationships through personalized assistance, active listening, and effective issue resolution
- Maintained accuracy in cash handling, reporting, and inventory management while supporting overall operational performance.

Education

KIGALI INDEPENDENT UNIVERSITY

2016 – 2019

- Degree- Bachelor of Economics

NYAMIRAMA SECONDRAY SCHOOL| RWANDA

2012 – 2014

- High School Diploma
- Mathematics Economics Geography

Key Skills & Abilities

LANGUAGES SPOKEN

- English: Fluent
- French: Basic

LEADERSHIP

I demonstrate strong leadership through my ability to guide guests, coordinate activities, and ensure smooth service delivery in fast-paced customer focused environments. I effectively take initiative in managing guest experiences, resolving concerns, and supporting team operations to maintain high service standards. Through roles in retail, spa services, and event coordination, I have developed adaptability, communication, and the ability to lead with professionalism in diverse international settings.

.

HOBBIES/INTERESTS

Cultural exploration, traveling, and meeting people from diverse backgrounds, which strengthen my communication and interpersonal skills. I also enjoy wellness activities such as hiking, as well as creative arts like painting and crafts, which help me stay focused, creative, and attentive to detail.