**CURRICULUM VITAE**

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**BORAH NDANGIZA**

Address: Dubai -UAE

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A highly motivated and enthusiastic customer service professional with a friendly personality and plenty customer service experience including the ability to communicate to customers clearly and politely. Organized and willing to except responsibility on meeting deadlines promptly. Able to work automously and meet deadlines thought the day and have a proven ability to sell the company's products and meet set goals.

Professional Experience

**Company1**.Kigali Serena Hotel **2014-2015**

Position: customer service officer

* Attracting potential customers by answering product and service questions.
* Addressing and solving customer's problems.
* Contributing to team effort by accomplishing set goals
* Selling and marketing of the products of the company
* Checking in and out guests of the hotel
* Preparing product and service report by collecting and analyzing customer information.

**Company2.**Tenet Africa Ltd **2013-2014**

Position: Administrative assistant/sales representative

* Ensuring regular consultation with clients and partners of the company
* Tracking the expenditure and planned expenditures against budget.
* Making reports and keeping records of the business activities of the company
* Arranging and generating appointments for clients and partners of the company
* Selling and marketing of the company products
* Promoting and representing the institution with a variety of different international agencies

 **Company3.**Banque Populaire Du Rwanda

**2012-2013**

 Position: Call centre Supervisor

* Preparing reports of the call centre activities
* Monitoring the call centre systems
* Managing and monitoring call centre agents
* Handling customer's complaints which can't be solved by the agents
* Monitoring the punctuality of the agents
* Preparing end of month product assessment test for agents
* Following up on customer's complaints and ensuring that they are handled and closed.
* Looking to new ideas to provide better services to customers and boosting team work and spirit.
* Holding end of week team meetings and ensuring agent's participation.
* Training new call centre agents

**Company4**.COMESA  **2011**

Position: Trade survey officer

* Educating people on the benefits of cross border trade
* Tracing problems faced by traders
* Training traders on trade tariffs
* Gathering data on how to improve cross border trade in the region

**Company5.**Grand movers Ltd **2009-2010**

 Position: Administrator assistant

* Receiving and directing visitors
* Making and receiving phone calls
* Creating spreadsheets and presentations and filling
* Handling customer's complaints and follow up
* Making travel, meeting and event arrangements and managing calenders.

Skills &Abilities

* Well versed in computers: MS Office applications and Internet.
* Excellent communication skills: English, Kiswahili and Kinyarwanda
* Customer care, Sales, Administrative skills.

Education

**University**: Kigali Independent University **2010-2014**

Bachelor's in economics and Business studies

**A Level**: Kabuga High School **2003-2009**

Economics (B),Geography (A),History(A),General paper(S)

References

* Diogene Masozera

 CEO Tenet Africa Ltd

* Naik Chidanandan

 HR Professional at BPR

I hereby declare that the above information is true and accurate

Borah Ndangiza