

BARUTA Delphine

Call Center Staff

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WORK EXPERIENCE

Hilltop Hotel - Cashier Kigali,Rwanda | 2019-Present

Recorded customer information in company database

Taking inbound calls and answering customer inquiries

Coordinated and provided customers with survey for feedbacks to improve the efficiency of services

GASORE SERGE FOUNDATION- HR officer Nyamata,Rwanda | 2018-2019

Gathering payroll data like leaves, working hours and bank details.

Updating internal databases with new employee information including employment forms.

Reviewing, drafting and distributing company policies in digital or hard copies.

EDUCATION

Bachelor's degree - BHARATHIDASAN UNIVERSITY September 2013 – May 2016

Relevant course: Financial, Law, Human Resource Management, Research Management

A'Level - College St Baptiste January 2009 – November 2011

Relevant course: Entrepreneurship, Financial, Economics, Mathematics.

LANGUAGE SKILLS

Kinyarwanda – Very good

English – Excellent

French – Average

SKILLS

Microsoft tools(office)

Communication

Empathy

Adaptability