

# PATRICK KWIZERA

French-speaking Customer Service Specialist | Call Center Experience | Client Relations Expertise

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## EXPERIENCE

### International Commodity Trader

Foodcom SA 07/2024 - 01/2025

International Commodity Trader

- Managed international trading operations and negotiated deals with international clients
- Oversaw commodity supply chains, ensuring timely deliveries and cost-effective solutions

### Regional Manager

Godan Serwis 01/2023 - 01/2024

A Polish workforce and staffing solutions company, specializing in providing temporary and permanent employment services across various industries

- Coordinated agency operations across the region to ensure optimal workforce management.
- Established and maintained strong client relationships by delivering effective recruitment and staffing solutions.

### Founder & Recruitment Specialist

Everest Poland 01/2018 - 12/2023

Founder & Recruitment Specialist

- Founded and managed a recruitment company specializing in recruiting foreign students and workers
- Developed strategies for talent acquisition and assisted clients in finding suitable candidates for various industries

### Senior Customer Consultant and Advisor

Euroscholars Poland 10/2017 - 04/2018

Senior Customer Consultant and Advisor

- Prepared necessary documents for candidates to study in universities
- Developed marketing projects for recruitment of clients
- Provided career guidance based on clients' backgrounds

### Client Consultant

MTN Rwanda Ltd 12/2015 - 11/2016

Client Consultant

- Handled incoming calls from customers, assisting with inquiries and resolving issues
- Conducted outbound calls for sales, surveys, follow-ups, and customer service
- Managed customer complaints and provided timely solutions
- Maintained accurate records of customer interactions and transactions

### Customer care consultant

Tata Motors Ltd 11/2014 - 11/2015

A renowned Indian automotive company and part of the Tata Group, specializing in cars, trucks, buses, and commercial vehicles.

- Handled customer queries, service requests, and escalations, ensuring a seamless customer service experience.
- Assisted in after-sales support by coordinating with service centers and technical teams to resolve product-related issues.
- Conducted feedback surveys and follow-up calls to improve customer retention and satisfaction.

### Customer care consultant

Bajaj Auto 08/2013 - 10/2014

A leading Indian multinational manufacturer of motorcycles, scooters, and auto rickshaws with a strong global presence

- Resolved customer inquiries, complaints, and service requests, ensuring prompt resolution and maintaining high customer satisfaction.
- Coordinated with service teams and dealerships to track customer issues, escalate technical problems, and ensure timely follow-ups.
- Conducted outbound calls for service feedback, product information, and after-sales support to enhance the customer experience.

## LANGUAGES

French	Native	English	Native
Kinyarwanda	Native	Polish	Advanced

## SUMMARY

Dynamic IT and Business Professional with over 8 years of experience in client relations and customer service, expert in conflict resolution and client satisfaction. My key achievements include founding and managing a successful recruitment company that specialized in placing foreign students and workers, and leading a regional staffing agency to enhance workforce management across multiple sectors, resulting in improved client satisfaction levels by 30%. Seeking a French-Speaking Customer Service & Client Relations Specialist position at your company, where I bring my client-oriented and problem-solving skills to support your mission of delivering exceptional service to French-speaking clients.

## EDUCATION

### Postgraduate in Management of Crisis

Akademia Nauk Stosowanych, Wyższa Szkoła Zarządzania i Administracji w Opolu

09/2023 - 06/2024    Poland

### Bachelor's in Business and Information Technology

Lovely Professional University

09/2012 - 06/2015    India

## KEY ACHIEVEMENTS

### Client Satisfaction Improvement

Increased client satisfaction rates by 30% through tailored recruitment solutions over two years.

### Multicultural Team Coordination

Successfully coordinated diverse teams, enhancing multicultural collaboration across five international projects.

### International Trade Efficiency

Achieved 95% on-time delivery rates while managing international commodity trades for major clients.

## STRENGTHS

### Strategic Planning & Analysis

Ability to analyze business processes and implement efficient solutions.

### Multicultural Experience

Hands-on experience working with international clients and foreign workers.

### Client-Oriented Approach

Skilled at fostering long-term relationships and delivering tailored services.

### Leadership & Team Management

Capable of leading teams to achieve recruitment, sales, and project milestones.

## SKILLS

### Business & Management Skills

Business Development, Workforce Management, Recruitment, Talent Acquisition Strategies, Client Relationship Management, Partnership Agreement, International Trading, Project Management, Planning, Conflict Resolution, Communication

### Sales & Marketing Skills

Sales, Marketing Campaign Development, Report Making, ,

### Technical & IT Skills

SQL, DBMS, Oracle, HTML, JavaScript, C/C++, Networking, CRM, MS Office Suite (Word, Excel, PowerPoint)