

OLGA SERENA NISHIMWE

PERSONAL DETAILS

Centralna, 57A, 31-586 Kraków
nishimweolguita@gmail.com, 660737503
Nationality: Burundian

PROFILE

I excel at understanding client and stakeholder needs, building strong relationships through active listening and effective communication. With experience resolving conflicts and delivering tailored solutions, I bring a problem-solving mindset and technical proficiency in tools like SAP and Excel. Adaptable and detail-oriented, I am eager to apply my skills in identifying opportunities, building connections, and ensuring efficient processes to support organizational goals.

EDUCATION

International Relations Marie Curie Skłodowska, Lublin Master	Sep 2022 – Jul 2024
Social and Clinical Psychology Université des Grands Lacs, Bujumbura Burundi Bachelor	Apr 2017 – Sep 2020

EMPLOYMENT

Customer service and sales agent Jibu, Burundi <ul style="list-style-type: none">Achieved consistent weekly call volume of 300+ customersManage daily customer calls and answer customer questionsClarify our services towards new customers, assisting customers call, in addressing questions as well as ordersBuilt strong professional relationships with clients, teammates, and stakeholders through active listening, empathy, and clear communication, ensuring long-term collaboration and trust	Oct 2020 – Jan 2022
IT support Jibu, Bujumbura <ul style="list-style-type: none">Navigating complex systems like SAP and Excel to organize, analyze, and manage data effectively. Quickly adaptable to new platforms and tools for sourcing and organizing information.TroubleshootingPartnered with customers to identify issues, complaints and deliver solutionsAchieved consistent weekly call volume of 100+ customers	Feb 2022 – Sep 2022
customer and sales representative (French and English) Capita, Kraków	Jul 2024 – Present

- Managed external stakeholders, resolved client issues efficiently, and worked in fast-paced environments
- Assisting customers by trouble shooting networks problems
- Collaborated with French-speaking clients, showcasing cultural sensitivity and business communication proficiency.
- Utilized online systems and tools to research and resolve client issues efficiently, ensuring timely and effective solutions. Regularly navigated databases to locate and verify information
- Partnered with customers to identify issues, complaints and delivers solutions

SKILLS

MS office

problem solving

SAP

Communication

Sales

LANGUAGES

French

English

Spanish

Polish

QUALITIES

■ Team work skills

■ Working under stress

■ Empathy

■ Organised

■ Excellent communication

■ Active listening

■ Problem Solving

■ Computer navigation skills and PC Knowledge

■ Punctual