



# KAMALIZA PROVIDENCE

## PROFILE

A motivated , flexible and organized waitress with an ambition of being professionalism while pursuing my degree in entrepreneurial leadership as an incoming university.

## WORK EXPERIENCE

### IRIZA Service Rwanda

2022-PRESENT

#### Customer support

- providing customer care by greeting, smiling and welcoming the guest.
- Managing incoming calls, directing them to appropriate personnel with a good manner.
- Addressing inquiries and resolving issues with diplomacy
- Managing social media platforms such as Instagram, twitter, Facebook.

### Exchange program at RCC

2024-1 MONTH

#### trainee

- studying about videography, how to use camera, holding it,
- photography knowing the best angle of taking photos and editing
- doing documentaries

### Rwanda Art Museum

2022-1 MONTH

#### internee

- Worked as receptionist ,welcoming, greet and assist guest and maintain a good atmosphere.
- providing customer care and ensuring their satisfaction
- maintaining front desk area that it is organized and clean
- guiding as a tour guide through the museum by providing typical informations and explanation

## REFERENCE

### Mutabazi Fiston

CEO Iriza service team

Phone: 0783773941

Email : mutabazifiston@gmail.com

### Eseperance Niyitegeka

Executive Business coach\BPN

Phone: 0788641893

Email : esperanceniyitegeka@gmail.com

## EDUCATION

2024-2027

### AFRICAN LEADERSHIP

#### UNIVERSITY

- entrepreneurial leadership

2019-2022

### ECOLE SECONDAIRE SAINT JOSEPH LE TRAVALLEUR

- tourism & hospitality

## SKILLS

- public speaking
- leadership
- Microsoft tools: MS word, MS excel, powerpoint, outlook
- google tools: google docs, google slides, google sheet
- communication

## LANGUAGES

- Kinyarwanda (fluent)
- English (fluent)
- French (basics)

## CONTACT

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