

# KANEZA DELPHINE

## customer service

### About Me

I am experienced customer service representative with verifiable track records of resolving complex issue quickly and winning customer loyalty and cashier



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MUSANZE, RWANDA

### LANGUAGE

- English
- Kinyarwanda

### EXPERTISE

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership

### EXPERIENCE

#### CUSTOMER SERVICE AND CASHIER AT HEALTH TARGET 2022- GOING ON

- Greeting customers in a friendly and professional manner.
- Assisting customers with inquiries, complaints, or requests.
- Resolving customer issues and complaints effectively and promptly.
- Providing product information and assistance with purchases.
- Ensuring a positive customer experience throughout their interaction
- Handling cash, credit, or debit card transactions accurately.
- Ensuring the security of cash and other payment methods.

### EDUCATION

#### UNIVERSITY INES RUHENGERI


pursuing Bachelor degree in software engineering  
2022-2024

#### SECONDARY SCHOOL GS RWANKUBA

PCB(PHYSICS,chemistry,biology)  
2017-2020

### SKILLS SUMMARY

CUSTOMER SERVICE  94%

NEGOTIATION  88%