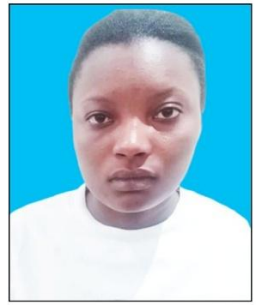


Gladys MUGABEKAZI

Doha, Qatar

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Professional Summary

Dedicated and hardworking professional with over 2 years of experience in customer service and housekeeping roles. Skilled in delivering high-quality service in fast-paced environments while maintaining exceptional cleanliness standards. Proven ability to multitask, resolve issues efficiently, and collaborate with team members to ensure customer satisfaction and operational excellence.

Work Experience

Waitress – Matergo Hotel

Doha, Qatar | 2021 – 2024

- Delivered efficient and friendly service to over 50 customers daily.
- Took orders, served meals, and processed payments using POS systems.
- Achieved 95% customer satisfaction by addressing concerns promptly and upselling menu items, leading to a 15% increase in sales.
- Worked closely with kitchen staff to ensure timely and accurate order delivery.

Housekeeper – Kiriri Garden Hotel (5-Star)

Kigali, Rwanda | 2020 – 2021

- Cleaned and sanitized guest rooms, bathrooms, hallways, and public areas daily.
- Performed thorough cleaning and sanitization of guest rooms, offices, restrooms, and common areas.
- Managed cleaning supply inventory, reducing material waste by 20%.
- Operated professional cleaning equipment, ensuring compliance with health and safety standards.
- Received praise for maintaining full compliance during health inspections.

Education

Great Lakes Polytechnic School

Diploma in Management – Score: 70/100

Graduated: 2024

Key Skills

- **Customer Service:** Greeting guests, resolving complaints, and encouraging repeat business.
- **Housekeeping & Cleaning:** Deep cleaning, sanitization, and waste disposal.
- **Time Management:** Effectively handling multiple tasks under pressure.
- **Attention to Detail:** Maintaining spotless environments and precise order delivery.
- **Tools & Technology:** POS systems, floor buffers, chemical dispensers.
- **Languages:** Conversational in English and French.

Additional Information

Volunteer Work: Weekly meal service at Community Kitchen (2020)

Availability: Flexible, including weekends and holidays

DECLARATION

I, **GLADYS MUGABEKAZI**, declare that the information provided above is accurate and true to the best of my knowledge



GLADYS MUGABEKAZI