







## CONTACT

-  Dubai, UAE
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-  Rwandan

## EDUCATION

**Diploma of Higher Education:** Hospitality and Tourism Management , 06/2021  
**Davis College** – Kigali , Rwanda

**A-Levels:** Mathematics Economics  
Geography , 12/2017  
**FAWE Girls School** – Kayonza , Rwanda

## SKILLS

- Written and verbal communication skills
- Prioritizing
- Good Customer Service
- Active listening
- Attention to detail
- Leadership skills
- Adaptability
- Taking Responsibility
- Team Work
- Familiarity with Microsoft Office

## LANGUAGES

**Kinyarwanda** Native

**English**

C1

Advanced

# Clarisse Azabe

## PROFESSIONAL SUMMARY

Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.

## WORK HISTORY

**Sales Officer** 03/2024 - Current  
**Threads** - Dubai, United Arab Emirates

- Built long-term relationships with customers and generated referrals from existing clients.
- Maintained contact with customers throughout sales and pre-delivery process.
- Understood customer needs to craft exceptional sales journeys.
- Organised special sales at specific times to drive customer engagement and move high volumes of products.

**Customer Service Officer/ Receptionist** 01/2023 - 02/2024  
**Etihad Optical Vision** - Dubai , United Arab Emirates

- Fulfill service requests while making sure the consumer receives effective service
- Provide appropriate solutions for customers, and follow up
- Registered customer information to maintain accurate records.
- Maintained working knowledge of available products and services.

**Room Attendant** 09/2022 - 01/2023  
**ACCOR** - Doha, Qatar

- Removed used towels and bedding, replaced with new and reset spaces to professional standards.
- Delivered extra linen and toiletries to meet guest needs.
- Followed health and safety standards governing correct use of chemicals.
- Vacuumed and dusted reception areas and walkways.

**Executive Personal Assistant** 02/2021 - 08/2022  
**UNIGOLD Trading LLC** - Dubai , United Arab Emirates

- Documented data and stored important records on database.
- Prepared meeting rooms and event spaces to achieve successful client engagements.
- Purchased office supplies to maintain consistent inventory.
- Coordinated flight, accommodation and travel arrangements, maintaining strict compliance with budgets and schedules.
- Prepared for client meetings, including arranging accommodations and building appropriate schedules.

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## REFERENCE

References available upon request