

# OBED TWIZERIMANA

## WAITER



### ABOUT ME

Excellent communicator, recognized goal-oriented customer service representative dedicated to high levels of customer satisfaction and achieve business goals.



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obed.izere60@gmail.com



Alquoz, Bint Hamadan St

### LANGUAGE

- English (fluent)
- French (basic)
- Kiswahili (intermediate)

### SKILLS

- Management Skills
- Communication
- Interpersonal skills
- Relationship management
- Creativity
- Digital Marketing
- Negotiation

### EXPERIENCE

#### Waiter

##### Skylight Hotel

June, 2023 –

July, 2024

- Leading customers to the available tables
- Taking customers' foods and drinks orders
- Ensuring best customer experience at the hotel
- Collecting customer payments and feedback
- Ensuring that hotel standard practices are maintained

#### Waiter

##### Laguna Motel

January, 2022 –

July, 2023

- Receiving clients orders and ensure best customer experience
- Monitor and control supplies and amenities and minimize waste with in all areas of house keeping
- Work as a part of a team and communicate with other departments as per hotel procedures to ensure excellent quality service.

#### Adriels Homes Rwanda

##### Receptionist

August, 2022 –

June, 2023

- Serves visitors by greeting, welcoming and directing them appropriately.
- Maintains security and telecommunication system
- Keeps a safe and clean reception area by complying with procedures, rules and regulations

#### Tally clerk

##### Dp World Kigali

July, 2020 –

June, 2022

- Documented customers' complaints daily
- Answered customer inquiries about DP World services and prices.
- Maintaining an unlimited updated list of inventory items and their locations in the store
- Collected customers' feedback about DP World services

### EDUCATION

#### Southern New Hampshire University

April, 2020-2021

Bachelor of Arts in Management

#### Southern New Hampshire University

April 2019- March,

Associate of arts in General Studies

2020

### HOBBIES

#### Playing Chess

Great way to unwind, distress and keep kind sharp

#### Singing

Being creating and unlock my thinking capacity