

NIYOMUGABA DIANE

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Nationality: Rwandan

DOB: 01/01/1995

SUMMARY

A dedicated customer service or Business Development Executive successful in prospect targeting. I have knowledge or specialize in Brand building, Inbound Marketing and customer patterns. I am excellent at both new business development as well as account management. I have experience in experiential marketing, **telecommunication** and **hospitality industry**, with brilliant customer management abilities. I am a highly qualified business developer and go to leader. I will bring successful career history comprising of more than 2 years in customer service and business development executive roles.

Key skills include:

Business Development | Communication Skills | Project Management | Time Management | Microsoft Outlook | Customer Service | computer applications | Sales force | Prospective Clients | SAP |

WORK EXPERIENCE

AZADEA- Dubai

Sales associate 02/2022 – To date

- Communication and interpersonal skills
- Ability to work well with others
- Customer-focused mindset
- Creative problem solving and decision making when dealing with customers issues
- Creating an engaging shopping experience for our customers by initiating conversation and interacting with them in an authentic and personalized way
- Cross-sell products and introduce new ones

Kigali Marriot Hotel | Rwanda

Cashier, 01/2018 to 12/2019

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Bag, box or gift-wrap packages
- Handle merchandise returns and exchange.

EDUCATION

Bachelor degree | Computer Applications, 08/2017 Saurashtra University, INDIA

Secondary studies | Distinction 11/20113 Lycee Notre Dame de Citeaux