

Claudine Isimbi
Phone: +250 782 114 327
E-mail: isimbicl6@gmail.com

EXPERIENCE

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| Her Majesty Cosmetics Sales and Customer Service | Kigali, Rwanda June 2024-February2025 |
| <ul style="list-style-type: none">● Learning to listen actively to customer needs and preferences.● Handling customer complaints and resolving issues effectively.● Recognizing the importance of creating a welcoming and inclusive environment. | |
| Harambe Rwanda Trainee, Work Readiness Program | Kigali, Rwanda February2024-February2024 |
| <ul style="list-style-type: none">● Public speaking.● Typing skills.● Appropriate work behavior. | |
| Advocate's office Intern, Customer care officer | Musanze, Rwanda July2021-August2021 |
| <ul style="list-style-type: none">● Answering customer inquiries via various channels such as phone calls, emails, live chat, or social media messages.● Addressing customer complaints or concerns in a timely and professional manner, empathizing with their frustrations, and working towards resolutions.● Interacting with customers in a courteous, respectful, and professional manner at all times, regardless of the nature of the interaction. | |

EDUCATION

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| African Leadership University Bachelors of Entrepreneurial Leadership | Kigali, Rwanda May2023-March2027 |
| Relevant <i>course work</i> : Self-Directed Learning, Professional Skills Lab, Complex Problem Solving. | |
| IBM(International Business Machines) Solving Problems with Creative and Critical Thinking. (Online) | Kigali, Rwanda November2023-November2023 |

SKILLS

Technical Skills: Microsoft Suite(Word, Excel, and PPT)
Soft Skills: Doing makeup
Languages: Fluent in English and Kinyarwanda.
Fair in Swahili.

REFERENCES

Julia Agasaro, Intervention Coordinator,Harambee Youth Employment Accelerator Rwanda, agasaro@harambee.rw