

**Lee Longin Hakizimana**  
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## **SUMMARY:**

Extroverted customer service-oriented and diligent individual with experience in hospitality sectors and passion for offering ultra-luxury service. Proficient in ensuring delivery of exceptional services to all customers with accordance to company policies and procedures. Smile is part of my uniform

## **KEY SKILLS:**

- Excellent communication skills both oral and written in French, English.
- Excellent listening skills, quickly able to develop trust and rapport while providing an empathic and supportive environment.
- Caring and understanding of individual needs and disabilities, while maintaining customer's independence with discretion and respect
- Excellent IT skills include use of word, Excel, Power point, Fidelio express (Hotel management software), Opera, and use of the internet and email reservation's software.
- Able to work equally well alone and with a team, using my own initiative as part of a team while maintaining attention to detail.
- Leadership and management skills,

## **EXPERIENCE:**

➤ **SILVERSEA CRUISES LTD** **Monaco – Italy**  
**Executive D/N Butler 2021 to 2023**

Ensured that all guest requests, enquiries, and complaints were responded to immediately and followed up on efficiently and to the guest's satisfaction

Regularly monitored customer satisfaction and ensured personal responsibility and accountability. Reviewed all mid cruise and End of cruise comment cards and acted accordingly.

➤ **FAIRMONT THE PALM HOTEL     Dubai - UAE**  
**Royal Service Agent, Fairmont Gold Butler   2020 to 2021**

Provided flawless, upscale, professional, and high-class guest service experience, while analyzing customer feedback and provided strategic direction to continuously improve overall rating,  
 Handled Inbound and outbound calls to and from guests, while listening to their needs, issues and provided satisfactory solution.

➤ **JUMEIRAH INTERNATIONAL LLC.     Dubai – UAE**  
**Front office supervisor, Guest Services Executive   2014 to 2020**

Maintained a high Morale and productivity, good communication within the Front Office Operation and between other departments at all times, leading by example. Develop colleagues of the Front Office Operation, by delegating tasks, empowerment, monitoring and assessing performance  
 To monitor the level of service provided, coach, counsel and correct Mistakes to ensure that guest expectations are always exceeded with accordance to jumeirah standards.

➤ **HOLIDAY INN EXPRESS DJUMEIRAH**  
**IT Support specialist   2011 to 2014**

Regularly troubleshoot and diagnosing electronic devices, computer hardware and software issue, setting up network and assisting employees and customers with IT related issues and recommendation

**EDUCATION:**

- High National Diploma in Business Management from Westford School of management **(Not completed)** from Sharjah UAE
- Diploma A2 in Electronic and Telecommunication 3 GCSE's gained for secondary level certificate

**COURSES COMPLETED:**

- ✓ Cybersecurity for everyone from University of Maryland USA
- ✓ Financial Market from Yale University USA.
- ✓ CPR/AED/ First Aid from National CPR Foundation USA.
- ✓ No. 1858.04 Global Information Security
- ✓ No. 1853.23 STCW Personal Safety and Social Responsibility.
- ✓ No. 1853.24 STCW Fire Prevention and Firefighting.

**Language skills**

- Fluent in French & English
- Native Kinyarwanda ,