

PAPY HAKIZIMANA

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CAREER PROFILE

“Having diversified my professional experiences and skills for more than 7 years, I have a demonstrated professional capacity and focus on promoting customer satisfaction through exceptional services. Dedicated, passionate, caring and dynamic team member, I am looking for a challenging position in a Company where my professional capabilities will be utilized and enhanced to contribute to the growth and success of the Company.”

PROFESSIONAL EXPERIENCES

● October 2023 – Present: Hotel Concierge and Bell Attendant at voco Monaco Dubai, an IHG Hotel at The Heart Of Europe, World Islands in Dubai

Tasks and Responsibilities

- ❖ Greeting and welcoming all guests with a smile and professional conversation,
- ❖ Answering guests' queries about the Hotel facilities and services as well as providing information about local businesses that may be of interest,
- ❖ Handling guest luggage upon arrival and departure,
- ❖ Escorting the guests to their rooms as well as offering the room orientation,
- ❖ Booking and arranging transportation for the guests,
- ❖ Overseeing customer service issues and reporting complaints to the Management,
- ❖ Administrative responsibilities for couriers and shipments,
- ❖ Training and coordinating new team members,
- ❖ Other related tasks as assigned by the Front Office leadership team.

● August 2022 – October 2023: Bell Attendant at Address Grand Creek Harbour of the Emaar Hospitality Group in Dubai

Tasks and Responsibilities

- ❖ Greeted and welcomed all guests with a smile and professional conversation,
- ❖ Handled guest luggage upon arrival and departure,
- ❖ Escorted the guest to the room and offered the room orientation,
- ❖ Answered guests' queries about the Hotel facilities and services as well as provided information about local businesses that may be of interest,
- ❖ Administrative responsibilities for couriers and shipments as well as arranged the transportation for the guests,
- ❖ Reported any technical issues and maintenance needs as well as complied with the Lost and Found procedures,

- ❖ Other related tasks as assigned by the Front Office leadership team.

● **September 2019 – July 2022: Houseman and Room Attendant at Four Seasons Hotel Kuwait at Burj Alshaya**

Tasks and Responsibilities

- ❖ Greeted all guests and responded to their requests,
- ❖ Made beds, replaced used towels and other bathroom amenities as well as emptied trash containers and ashtrays,
- ❖ Mopped floors, vacuumed carpets, dusted and polished furniture,
- ❖ Refilled beverage and food items in the minibar,
- ❖ Reported any technical issues and maintenance needs as well as complied with the Lost and Found procedures,
- ❖ Refilled the pantries with bedsheets and bathroom amenities as well as arranged the trolleys,
- ❖ Supported the Public Area and Laundry teams by sorting used linens from the linen chute, washing, drying, pressing as well as folding clothing and other textile items.
- ❖ Removing heavy stains from linens using appropriate procedures as well as ensuring that the facility remains clean and tidy at all times.
- ❖ Other related tasks as assigned by the Housekeeping and Laundry Management.

● **April 2014 – August 2019: English Didactics Teacher at Musema High School in Kayanza Province**

Tasks and Responsibilities

- ❖ Prepared the material to be taught to the pupils according to a planned program,
- ❖ Prepared, administered, and corrected homework, exams, etc.
- ❖ Evaluated the students' progress, discerned their individual needs and discussed their results with their parents and school authorities,
- ❖ Intervened in all learning situations,
- ❖ Prepared and implemented programs of catching up,
- ❖ Provided support to the students during practical internships.

SKILLS AND PERSONAL QUALITIES

- ❖ Languages: English, French, Swahili and Kirundi,
- ❖ Result-oriented and goal-achiever,
- ❖ Skilled with telephone inquiries,
- ❖ Strong planning and organizational skills with an excellent eye for details,
- ❖ Efficient under pressure, multi-tasker as well as self-starter,
- ❖ Time management ability,
- ❖ Excellent customer service,
- ❖ Good physical mobility and stamina.

ACADEMIC PROFILE

- **2009 – 2014:** Bachelor's Degree in Applied Pedagogy, University of Burundi in Bujumbura City
- **2006 – 2009:** General Humanities Degree + State Diploma at the Municipal Lycee of Kinama in Bujumbura City
- **August 2015:** Certificate in History Makers Leadership Training at the Swedish Mission in Bujumbura City

INTERESTS AND HOBBIES

Reading books, gymnastic, movies, swimming, etc.

REFERENCES

Available upon request