

JOSELYNE UMUHOZA MUREKEYISONI

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SUMMARY

I am a mission-driven individual passionate about empowering underserved communities through impactful initiatives, particularly supporting young women and single mothers in rural areas. Leveraging my background in leadership, customer engagement, and event coordination, I aim to amplify voices, connect communities, and drive positive change. My skills in organizational leadership, communication, and digital strategy position me well to contribute meaningfully to mission-oriented organizations and social causes.

EDUCATIONAL BACKGROUND

African Leadership University – Kigali, Rwanda

May 2024 – Present

BSc. Entrepreneurial Leadership.

Relevant Coursework: Professional Skills , Complex problem solving, introduction to grand challenges and grand opportunities in Africa,

Great Lakes Hospitality Institute(GLHI),Short courses–Kicukiro, Rwanda **January 2024 – October 2024**

Level: Certificate in Hospitality.

Relevant Courses: Customer service, Front office services, Job coaching, Marketing & Entrepreneurship, Food & Beverage service, Life skills, culinary art

WORK EXPERIENCE

Front Office Intern

August 2024- October 2024

Nature Kigali Boutique Hotel and Restaurant- Kigali, Rwanda

- Ensured smooth guest check-ins and check-outs
- Managed hotel calendar and booking platforms
- Handled customer complaints and Managed incoming and outgoing calls
- managed reservations and processed payments,
- Replied to customer feedback.
- provided information about the hotel and its services

Event Assistant Coordinator for ODENNA

8th March,2024 – 15th March,2024

Rwanda Nurses and Midwives Union(RNMU) – Kigali, Rwanda

- Picked up ODENNA participants from Kigali International Airport
- Worked with Portofino/The MANOR Hotel on the pick up arrangement of ODENNA Participants
- Arranged daily morning and evening transportations facilities for ODENNA participants who stayed at The MANOR hotel
- Worked with the Hotel F&B Manager to ensure that food and drinks are well prepared and are on time.
- Assisted daily registration of ODENNA Participants before the start of conference meeting
- Facilitated all ODENNA Conference activities and gave reports to event manager

EXTRACURRICULAR ACTIVITIES

Volunteer in Urugerero Program, Kagunga Cell

September 2023 – December 2023

- Made daily reporting and media coverage of community services

Vice president, ASYV Critical Thinking for Peace Club

July 2022 – July 2023

- Coordinated and organized community service activities

Team Captain, Agahozo Shalom Youth Village Volleyball Girls Team

January 2020 – July 2023

- Coordinated, organized, advocated and trained the team

Secretary and Marketing Manager, ASYV Business Club

July 2022 – July 2023

- Recorded, prepared, Marketed and managed the club's products and events

SKILLS

- Customer service
- Organizational
- Using Microsoft Office (**Word, Excel, PPT, Outlook, etc.**)
- Team management
- Effective Communication
- Using Google drive tools (**Docs, Sheets, Slides, meet, etc.**)
- Adaptability

INTERESTS

- Playing volleyball
- Socio-economic development
- Economics

LANGUAGES

- Kinyarwa- Native
- English - Fluent
- French- Beginner