

## **Habwituze Emerance**

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Location: Kigali, Rwanda

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## **PROFESSIONAL SUMMARY**

Passionate and self-driven individual with a strong commitment to creating memorable customer experiences and fostering sustainable tourism. As a current student at African Leadership University, I have developed expertise in communication, project management, and data analysis. My experience in customer service and collaborative team efforts has provided me with the ability to build relationships, solve problems effectively, and contribute positively to the success of organisations. I am eager to leverage my skills and passion for travel and customer satisfaction as a Tour Consultant intern at First Class Tours.

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## **EDUCATION**

**African Leadership University (ALU)** — Kigali, Rwanda

**Bachelor of Entrepreneurship and Leadership** | Expected Graduation: June 2027

**GPA:** 4.30

**Relevant Coursework:** Complex Problem Solving, Grand Challenges and Opportunities, Leadership Skills Development, Building Start-Ups, Professional Skills Lab.

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## **WORKING EXPERIENCE**

### **Think Tank Group Member**

African Leadership University, Kigali, Rwanda

May 2024 – August 2024

- Led a youth empowerment project, utilising research to understand and address challenges faced by young people.
- Delivered presentations to stakeholders, promoting solutions for youth-driven initiatives.
- Worked with diverse teams, ensuring clear communication and a shared vision for impactful projects.

### **Sales Assistant**

All Bright Company LTD, Kigali, Rwanda

November 2021 – April 2024

- Build strong customer relationships by identifying their needs and providing tailored recommendations, enhancing customer satisfaction by 50%.
- Managed inventory and tracked stock levels, reducing stock-outs by 40%.
- Conducted market research to identify trends and customer preferences, boosting sales by 20%.
- Collaborated with key partners to expand the product's reach, increasing brand awareness by 35%.

### **Volunteer | COVID-19 Vaccine Assistance and Food Distribution**

Nyarugenge District, Rwanda

April 2020 – July 2020

- Assisted individuals during the COVID-19 vaccination process, ensuring smooth and organised operations.
- Provided vital information on vaccine benefits and safety protocols, supporting public health initiatives.
- Collaborated with local authorities to distribute food and essential supplies to vulnerable families.

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## **SKILLS**

**Technical Skills:** Project Management, Microsoft Office Suite, Data Reporting Tools

**Interpersonal Skills:** Customer Service, Teamwork, Time Management, Adaptability, Communication

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## **LANGUAGES**

- Kinyarwanda (Native)
- English (Fluent)
- French (Basic)