

30/3/2022

## **Leila Gihozo Mungarulire**

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### **PROFESSIONAL PROFILE**

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Experienced in graphic designing, filling, and operating international transactions with Nitron, interacting with different countries for the importation of fertilizers coming into East Africa.

As well as Graphic Designing for both Nitron and Christian Life Assembly church.

As well I am currently employed at Chick-Fil-A one of our On-campus fast food restaurant.

### **EDUCATION**

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**Oklahoma Christian University**, *Oklahoma City*

Bachelor of Business Administration

Freshman, 1<sup>ST</sup> Semester

### **WORK EXPERIENCE**

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- Helped Nitron an international fertilizer exporting company to export fertilizers in many East African countries including Rwanda.
- Designing bags to send to Turkey for them to be manufactured
- Creating graphic designs for local Rwandan businesses
- Experienced in food service working at Chick-Fil-A. On-campus fast food restaurant
- Provided good customer care to the customers.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Communicated clearly and positively with coworkers and management.
- Mastered point-of-service (POS) computer system for automated order taking.
- Handled currency and credit transactions quickly and accurately.

- Followed procedures for safe food preparation, assembly and presentation.
- Assisted management with inventory control and stock ordering.
- Built loyal clientele through friendly interactions and consistent appreciations.
- Resolved complaints promptly and professionally.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Took initiative to find extra tasks when scheduled duties were completed.

## SKILLS

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**Computer Skills:** MS Word, MS Excel, MS PowerPoint, HTML, IFMS, Google sites, Typing.

**Communication Skills:** public speaking and written communication, customer engagement

**Languages:** English (First language), Kinyarwanda (Native), French (Beginner), Afrikaans (Beginner), Zulu (Beginner)

- **Skills by experience:** Customer Relations
- Detail Oriented
- Directing Customers
- Engage with Public
- Friendly
- Ingratiating Customers
- Interpersonal
- Interactive Skills
- Verbal Communication
- Service Oriented
- Ability to Learn Quickly
- Enthusiastic
- Fast Worker
- Flexible
- Multitasking
- Working Quickly
- Serving
- Oral Communication
- Written Communication
- Nonverbal Communication
- Active Listening
- Positive Attitude