

HOPE RUFARO TSIGA

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Sol Golf Views Block A,
Production City Dubai United
Arab Emirates

Summary

Enthusiastic, resourceful graduate with academic and professional background .Ability to establish priorities and meet Challenges head-on .Looking forward to enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges

Education

Zhejiang University of Technology

2015 - 2021

International Economics And trade

Umma Elite College

2013 - 2014

ZGCE Advanced Level

All Soul's High School

2009 - 2012

ZGCE Ordinary Level

Experience

SLS Hotel And Residences Dubai

2024 - 2024

Guest service agent (Telephone Operator)

Answering external and internal calls to the standard laid down and to connect to the relevant parties during the day. Accurately maintaining departmental systems, procedures, and logbooks, responding to emergency procedures and accurately taking, recording and delivering guest Wake-up calls, all to ensure guests receives nothing but the best experience.

International Marketing And Trade

Skills

Customer service, Phone etiquette, Microsoft office suite, Decision making, Basic knowledge of CRM systems, Sales

Languages

English, Chinese Mandarin

Interest

Music, Travelling, Research

Associates (IMA)

01/10/22 - 29/07/23

International Sales And Business Development

Associate

Focusing on finding new customers, promoting and selling the company's products, Typically negotiating and writing contracts, coordinate deliveries with production and distribution. Conducting research on potential clients, staying on top of customer needs and changes in the industry, preparing reports for management, and resolving complaints and other service issues

Airports Company of Zimbabwe Pvt Ltd

Robert Gabriel Mugabe International Airport

1/10/21 - 29 /09/22

Customer service Assistant

Provided frontline customer service through the dissemination of flight, tourist and general airport information to ensure effective communication at the airport, Received and handled customer complaints at the airport frontline desk and other (customer services)operational posts in the terminal and answering telephone enquiries at the Airport Information Centre.

Jiuqiuhui Entertainment

Management Co Ltd

07/07/2019 - 25/05/21

Front Desk Agent

Greet customers, answer calls , receive and deliver mail, assist with maintaining and ordering office supplies. Maintained company policies and procedures to ensure consistency of clients experiences. Registered and processed all Clients , including both incoming and outgoing .