

Curriculum vitae – Angélique KAYITESI

PERSONAL INFORMATION

First Name: Angélique
Family Name: KAYITESI

📍 Kicukiro, Kigali City (Rwanda)

☎ +250788734006

✉ kayingel@yahoo.fr

WORK EXPERIENCE

02/09/2019 -PRESENT. DISPATCH CLERK at Rwandair Catering.

- To ensure coordination between airside and landside operations to optimize the deployment of staffing resource that is the most cost efficient and delivers a full dispatch to aircraft on time.
- Collect meal orders and forward them to the concerned departments.
- Interact with senior cabin crew and VIP catering management to help provide seamless safety management.
- Communicating throughout the shift with the kitchen the replenishment team and warehouse team to ensure a smooth and timely flow of materials and equipment to the flight preparation function.
- Verify meals before loading trucks and notify the production department of any shortfalls.
- Personal management of all VIP requirements on the shift from procurement, liaising with the kitchen and sourcing the required goods and equipment and communicating with the client throughout.
- Accountable for the accuracy of the inventory counts across the shift.
- Generate daily operational reports and sends all documents for invoicing or proper billing.
- Perform other duties assigned by the supervisors.
- Observe quality requirements.
- Observe ramp safety and security requirements.

01/12/2016–01/09/2019 Shop manager

BBOXX CAPITAL Ltd, Bugesera (Rwanda)

- Produce the weekly activities plan,
- Carrying out day monitoring for all organizational activities,
- Make sure all installations scheduled in white board are executed
- Continuous interventions for any issue raised up in the shop,
- Inventories monitoring for preventing stocks-out
- carry out weekly inventory physical count for adjustment purposes
- Place order and make its following-up

01/01/2011–31/12/2014 Accountant

Khan Services Executive Investment Ltd

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- Perform chronological records for all Company's transactions,
- Carry out Petty cash controls,
- Perform bank reconciliation activities,
- Prepare financial statements,
- Interact with Internal and External Auditors as needed,
- Declare all Taxes that apply for the company.

01/01/2009–31/12/2012 Customer Care Agent

TIGO Rwanda, KIGALI (Rwanda)

- Handling customers' calls
- Respond to different customer's complains about TIGO products and services
- Direct in-coming customers' complains to competent personnel

01/01/2008–31/12/2008 Research Assistant

Incisive Africa, KIGALI (Rwanda)

- Perform Field trips for Primary data collection through questionnaires
- Make data entry in different softwares
- Produce Raw data for analysis and interpretations

EDUCATION AND TRAINING

01/09/2010–31/08/2013 Bachelor of Business Administration (BBA)

University of Lay Adventists of Kigali (UNILAK), KIGALI (Rwanda)
Specialization: Finance

01/09/2005–31/08/2007 Advanced Level Certificate

Ecole Secondaire des Parents de Nyanza (ESPANYA), Nyanza (Rwanda)
Specialization: Accounting

01/09/2001–31/08/2004 Ordinary Level Certificate

Collège Adventiste de Gitwe (CAG), Nyanza (Rwanda)

01/09/1996–31/08/2000 Ecole Primaire de Nyanza

PERSONAL SKILLS

Mother tongue(s) Kinyarwanda

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Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2			C2
French	C2	C2	C1	C1	C2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

Communication skills Excellent communication skills gained through my work experience as Customer Care Manager and from class

Organisational / managerial skills

- Excellent Leadership skills gained through my work experience as General Manager at BBOXX CAPITAL Ltd where I supervise 5 employees
- Excellent Management skills gained through work experience as Accountant at Khan Services Executive Investment Ltd and General Manager at BBOXX CAPITAL Ltd

Digital competence

Information processing	SELF-ASSESSMENT			
	Communication	Content creation	Safety	Problem solving
	Proficient user	Proficient user	Proficient user	Proficient user

Digital competences - Self-assessment grid

- Excellent command of office suite (MS Word, Speed Sheet, PowerPoint)
- High typing speed.

REFEREES:

1. Anna UWANZIGA (+250)782747175, Quality Assurance Manager
2. Masterjerb Birungi Paul (+250)788306260: Email: bpmasterjerb@gmail.com, He is working in the Ministry of Education
3. Anathalie Umutoni, (+250)788636028: Email: Nathalie.umutoni@gmail.com, She is working in the ministry of health