

SHEMA YVES



CONTACT DETAILS

0784593711

Shemayves062@gmail.com

Ikaze , Mbugangali, Gisenyi, Rubavu,Rwanda

Driving Licence: A ,B, C

Professional: TOURIST GUIDE

From: Nov 2018 - In progress

Working at: Kingfisher Journeys tourism company / Rubavu.

I work as a professional Tour guide and tour organizer, mostly leading outdoors activities such canoeing, kayaking, hiking and etc.. with international standard qualifications.

***EXPERIENCE**

Four years of experience in tourism , providing guiding services to different type of people such as high end , diplomats, entrepreneur, NGOs, normal travellers.

Multi days tours, day and half day from different ages and make every single service is enjoyable and memorable.

***OBJECTIVE**

Working in every possible sector by providing quality of service and satisfying every individuals beyond their expectations and learning from every experience to make sure that I keep providing satisfactions to the people's services.

*** EDUCATION**

HIGH SCHOOL DIPLOMA

2016

E.S.I.G Islamic School - Rubavu

***Subject studied**

-Tourism and hospitality

-Social psychology and customer care

-Marketing and commercial law

-Initiation to Accountancy

-Tourism Geography

-French B

-Computer Skills B

-English B

-Entrepreneurship B

-Kiswahili B

-Kinyarwanda B

***CERTIFICATE**

2018

British Canoeing – Nottingham ,NG12 2LU

Certificate of Attendance

-Foundation Safety and Rescue Training

ITC First – England ,Wales & Scotland

ITC level 3 award in outdoor first aid;

Outdoors emergency action; 1 credit- level 3

Outdoors incident management; 1 credit-level 3

***CERTIFICATE**

2019

GIZ Germany cooperation - Rubavu

Certificate of attendance covered;

1. Module"HOTFO301" Customer care and quality service delivery

2. Module"HOTTO319" updating tourism products knowledge

3. Module"HOTTO312" advising on tourism products and services

4 .Tour Packaging

5. Tour Guiding

***CERTIFICATE**

2018

RSGA, CHAMBER OF TOURISM RWANDA, PSF - Kigali

Rwanda safari Guide association membership certificate

***CERTIFICATE**

2020

IPRC Kitabi - Musanze

Certificate of completion issued by Integrated Polytechnic Regional College after a short period of training regarding cultural and Historical tourism experience

***CERTIFICATE**

2017

WDA - Rubavu

A short term Vocational training in engine mechanics under the national employment programme at Ecole technique automobile de Gisenyi;

COMPETENCE	TITLE CODE	LEVEL
1. Perform basic electricity	CCM 109	1
2. Repair engines	TSBAM 102	1
3. Repair ignition system	TSBAM 106	1
4. Perform car maintenance	TSBAM 111	1

***CERTIFICATE**

2021

THE CODE - Rubavu

The Code's E-learning module for tourism professionals on how to prevent sexual exploitation of children

CERTIFICATE

2021

EF - Rubavu

EF education first , it is a world most advanced English online learning;

Certificate of graduation in General English EF level 12- upper Intermediate-CEFR level B2

*CERTIFICATE

.Create a Project Charter With Google Docs with Coursera project network

.Organic Marketing : Facebook Groups For Small Businesses With Coursera project network

* SKILLS

- Hard working - Intermediate
- communication - Intermediate
- teamwork - Advanced level
- leadership skills - Advanced level
- micro soft office - Intermediate
- micro soft excel - Intermediate
- creativity - Intermediate
- conflict resolution - Intermediate
- decision making - Intermediate
- ability to work under pressure - Intermediate
- problem solving - Intermediate
- customer service - Advanced level

*LANGUAGES

English - Advanced

French - Intermediate

Swahili - Advanced

Kinyarwanda - Native

*INTERESTS

.Travel

.Club membership

.Sports

.Music

.Child care

.Art

.Natural photography