

ILLEMINATA FURAHA
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SUMMARY OF QUALIFICATIONS

- Proven customer service skills with experience in a variety of settings
- Self-motivated and eager to learn and improve skills
- Currently taking courses in ESL through Campbell Adult Education

EDUCATION:

1995 Kavumu High School Bukavu, D.R. Congo
 General Studies

WORK EXPERIENCE:

2012-2013. Hyatt Hotel Santa Clara, CA

Food Service.

Provided customer care and food service, clean area, dish wash and talk to customer about our hotel promotion tariff.

2006 - 2009 J.R.S. Agency Chipinge, Zimbabwe
 Customer Service

- Provided customer service support to a variety of departments within Agency
- Welcomed clients to Agency and evaluated what services they needed
- Directed clients to appropriate department for help with their needs

2004 - 2007 Gecamin Hotel Bukavu, D.R. Congo
 Customer Service

- Cleaned hospital rooms and other common areas in hotel environment
- Stripped and remade bedding and replenished supplies as needed
- Completed all tasks to ensure hotel safety and quality standards were met

1995 - 2000 J.R.S. Agency Tongogara, Zimbabwe
 Customer Service

- Greeted clients and helped them with referrals and documentation
- Selected, bagged, and distributed food and clothing to customers
- Determined housing needs and helped clients with housing applications