**NTARE DEUS**

##### TEL. +250 788641800

##### +250 788513817

##### P. O. BOX 2707 WDA Kigali Rwanda

##### Email: nteradet@yahoo.com

##### Marital Status: Single · Nationality: Rwandan

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##### C:\Users\owner\Desktop\motivation ntare junior\junior 01\DEUS0001.bmp

I have a strong preference for Hotel Management and Operations, and three years of Human Resource management in Hotel Industry, I am motivated as a self starter, hardworking and always keen on leaving a mark of excellence in everything that passes through my hand. I also have a keen eye for detail and projecting a positive and professional image at all times.

Human resource & administration manager in Hill Top Hotel two stars in Rwanda. I am in second semester pursuing my Masters degree in Business administration in Hotel Management in field of Marketing and graduating this year.

**EDUCATION & CERTIFICATES OBTAINED**

2012 Les Roches International school of Hotel Management Switzerland MBA

2009-2009 ORITON Hospitality institution in Singapore Certificates

2001-2006 KIST and SFB Management in Rwanda BBA

1999-2000 Apred Ndera Secondary School in Rwanda Diplomas

1995-1998 Solidarity Academy secondary in Rwanda diplomas

1985-1991 st Kizito Primary School Uganda Certificate

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**Description of duties and responsibilities**

* Developed modules for the specific trainings in Hospitality Industry
* Identified trainings and development needs within the country through monitoring and evaluating training centers and Hotels
* Designed and developed trainings and developing programs based on both the Hospitality industry and market needs
* Working in a team to produce programs that are satisfactory to all relevant Hospitality Departments in our training centers, such service Department, Front office, Housing keeping and Culinary Art
* Keeping up to date with developments in training by setting up relevant schedule and attending relevant courses regarding improving customer care
* Having an understanding of e-learning techniques, and where relevant, being involved in the creation and delivery or e-learning packages conducting appraisals a developing effective induction programs

**OTHER TECHNICAL EXPERTISE**

* Prepare and administer the Hotel annual operating activates
* Administer the departmental operating improvements
* Hotel Sales and Marketing
* Ensure the application of Hill top Hotel policies and procedures in collaboration with Director General.
* Ensured the effective co-ordination and implementation of all administrative and customer care operations in the line with Hotel policies and procedures.
* Able to engage effectively with the Hotel systems, manage and manipulate data as will be required on a time to time basis.
* Ensured that proper customer care practices are followed and up –to date records are kept
* Ensured that new staff gets all the relevant inductions, training and support from relevant key staff.
* Implemented the hotel performance management system with relevant staff and with the support of the director.
* Carry out training and capacity building of staff, either by carring these out using existing materials or identifying alternative sources for training.

**INTERESTS**

* Golf
* Travelling
* Community Service

**REFERENCES**

1  . Dr Dimitrios Diamantais

MBA PROGRAM MANAGER

Email: dimitrios.diamantis@lesroches.edu

2. KALISA JOAN

HUMAN RESOURCE SPECIALIST PRIME MINISTER`S OFFICES

TEL: +250 788406921

3. COLONEL, MUGANGA ALOYSIA

TEL: +250 788305980

+255 757444308

4: Mr. Munezero Didier

Director of Partnership (WDA)

*+250 788303726*