

**Email**

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**Address**

Niska 25/46

**Phone**

+48 697380437

**Nationality**

Rwandan

**Skills**

Communication skills

Teamwork

Problem-Solving

Good analytical and organizational skills

Time Management

Computer proficiency skills

**Languages**

**English**  
**LEVEL C1**

**French**  
**LEVEL C1**

## Marie Mercilradukunda

### Sales Associate

My goal to serve with excellence in a firm that gives growth chance is explained by a track record of excellent customer relations, service sales, and monitoring of electronic financial activities and Passionate about identifying customer wants and needs, improving both the sales and the customer journey. Adept at maintaining cordial and professional relationships with colleagues, customers and supervisors. Able to function independently or as part of a sales associate team.

### Experience

## Customer Service Representative

### ■ Teleperformance Company *Poland-Warsaw*

Nov 2021 - May 2022

- Answering questions about a company's products or services.
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Handling customer complaints.
- Collecting and analyzing customer feedback.

## B.SC. Management *Poland-Warsaw*

### Warsaw University of Business

### ■ Sep 2020 - Present

Advanced marketing and advertising tools, customer relations, HR management, business informatics, ethics in management, change management, statistical methods, banking and finance and e-commerce

## High school Diploma

### College St Marie Reine

### ■ Jan 2016 - Dec 2018

Financial accounting cost and computerized account, economy, mathematics, geography, ethics and deontology accounts, Business and administration, entrepreneurship, Logistics