



## Olivier Sezibera

📍 **Home** : Bujumbura, Kinanira, Bujumbura, Burundi

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**Gender**: Male **Date of birth**: 15/11/1993 **Nationality**: Burundian

### WORK EXPERIENCE

[ 02/01/2019 – Current ]

#### Freelance Translator and Interpreter

**City**: Bujumbura

**Country**: Burundi

- Providing accurate translation and interpretation services from English into Kirundi and from Kirundi into English and also from French into Kirundi and from Kirundi into French for different agencies, government offices and Non Governmental Organizations (NGOs)
- Converting written or spoken materials from English into Kirundi or from French into Kirundi while preserving the meaning of the source materials.
- Researching industry-specific terminology for a given task
- Using specific translation memory software according to the needs of the clients
- Preparing subtitles for videos and other online contents
- Using glossaries and dictionaries for specialized translations
- Meeting project requirements and ensuring client satisfaction
- Ensuring confidentiality and data protection for the translation projects
- Checking the suitability of the translation to the target readers
- Participating in translation conferences and workshops to learn new skills
- Proofreading translations provided by other translators to check the grammar, spelling and punctuation accuracy
- Ensuring that translations are delivered on time.

[ 01/09/2020 – Current ]

#### Customer service representative

##### *Clinique Saint Jean*

**City**: Bujumbura

**Country**: Burundi

My major duties and responsibilities at Clinique Saint Jean include:

- Gathering information and documents from patients
- Storing patients records electronically and on paper
- Storing records on the health information system database
- Transferring patients records to the electronic database of the ministry of Public Health
- Providing proactive outreach to patient and partners
- Assessing partners' needs to achieve satisfaction and mutually beneficial relationships
- Ensuring customer satisfaction and maintaining professional customer support
- Serving as a translator and interpreter for foreign patients and partners
- Building sustainable relationships with partners through open and interactive communication,
- Answering and managing a large amount of phone calls from patients and partners
- Handling patients and partners complaints
- Providing appropriate solutions and alternatives within time limits and follow up to ensure the resolution is achieved
- Meeting with management to discuss possible improvements to the customer service

[ 01/09/2016 – 31/08/2020 ]

## Customer service representative

### *Aloha Company*

**City:** Bujumbura

**Country:** Burundi

My major duties and responsibilities at Aloha Company were:

- Maintaining professional attitude towards customers
- Responding to customer inquiries
- Processing orders and requests
- Keeping records of customer interactions, comments and complaints
- Ensuring customer satisfaction and providing customer support
- Directing customers to the shelves where they can find the articles they need.
- Serving sometimes as an interpreter for customers from other countries.
- Preparing the daily reports.

[ 01/03/2019 – 28/02/2020 ]

## Customer care (Call Center) Intern

*Lacell SU ( Smart Burundi)*    [www.smart.bi](http://www.smart.bi)

**City:** Bujumbura

**Country:** Burundi

**Name of unit or department:** Customer care

**Business or sector:** Information and communication

- Answering inbound calls from subscribers in a timely and friendly manner
- Responding efficiently and accurately to callers explaining possible solutions and ensuring that clients felt supported and valued
- Learning about the company's new products and services and remaining up to date with any changes
- Interacting with subscribers to solve issues and questions about products, services and policies
- Providing all the necessary information to our subscribers.
- Managing a large amount of phone calls, emails, chats and other communication channels
- Guiding our subscribers how to use our new products and services
- Making relevant notes from customer interactions and following up on customer's call
- Collecting all the issues from our subscribers and reporting them to the supervisor
- Forwarding the subscribers' issues to the technical department
- Preparing the daily reports

[ 04/2022 – Current ]

## Volunteer

*Translators Without Borders (TWB)*

## EDUCATION AND TRAINING

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[ 20/12/2021 – Current ]

## Master of Arts - MA in Translation and Interpretation

*University of Burundi*    [www.ub.edu.bi](http://www.ub.edu.bi)

**Address:** Bujumbura, Burundi

**Field(s) of study:** Translation and Interpretation

[ 26/06/2013 – 03/10/2017 ]

## Bachelor of Arts in English Language and Literature, Business Communication Track

*University of Burundi*    [www.ub.edu.bi](http://www.ub.edu.bi)

**City:** Bujumbura

**Country:** Burundi

**Field(s) of study:** English Language and Literature

[ 01/09/2009 – 31/08/2012 ]

### **State Diploma**

*Lycée of Matana*

**Address:** Matana, Burundi

[ 01/09/2005 – 02/07/2009 ]

### **College Certificate**

*Lycée of Matana*

**Address:** Matana, Burundi

[ 01/09/1999 – 02/07/2005 ]

### **National Certificate**

*Kibungo Primary school*

**Address:** Matana, Burundi

## **LANGUAGE SKILLS**

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**Mother tongue(s):** Kirundi

**Other language(s):**

### **English**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C1**

### **French**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C1**

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

## **DIGITAL SKILLS**

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LinkedIn | Skype | Zoom | Google Drive | Presenting | Gmail

## **MANAGEMENT AND LEADERSHIP SKILLS**

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### **Project Management certificate of completion**

**Link:** <https://certification.gestiondeprojet.pm/GdP16A/GdP16a-SDkfwIC.pdf>

## **DRIVING LICENCE**

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**Cars:** B

## **REFERENCES:**

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1. Dr Jésus Marie Nzeyimana, Tel: +25771558710, email: nzeyijesus93@gmail.com
  2. Alain Mugisha, Tel: +25771028906, email: alainmugish028@gmail.com
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*I, Olivier Sezibera, do acknowledge that the above information is true and genuine.*

*Bujumbura, 04/02/2024*