**RESUME**

 

Name: **Thelmer**

**Thelmer.335518@2freemail.com**

Visa type: Tourist / Visit Visa

Sex: Female

Marital Status: Married

Date of Birth: 29 April 1988

Languages: English

 **AREAS OF STRENGTH AND SKILLS**

* A polite, well spoken and hard person with experience of working in a busy environment looking after the needs of patrons. Attentively at all times with a willing and helpful manner that is required to help customers.
* Always approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team.
* Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities.
* The motivation to learn new knowledge and skills.
* Good housekeeping duties.

 **EMPLOYMENT HISTORY**

***TWIN WORKS MEDIA,*** *January 2014 –June 2016****, Receptionist***

**DUTIES AND RESPONSIBITIES**

* Greet clients, visitors and guests as they enter the office.
* Provide information regarding products or services of the company.
* Answer enquiries regarding services and availability of the personnel.
* Schedule and reschedule and cancel appointments.
* Answer telephone calls and transfer to the appropriate person.
* Provider information to the callers over the telephone.
* Respond to emails and office correspondence.
* Perform basic bookkeeping and record keeping duties.
* Perform data entry and filling activities.
* Assist in resolving client’s issues and complaints.
* Manage inventory of the office supplies and equipment’s.
* Order supplies and equipment when required.
* Schedule staff appointments with clients or company representatives.
* Liaise between departments and provide clerical support.

***NELSPOT CHEMICALS****, February 2011 – December 2013*, ***Customer Care Executive***

* Engages with customers and provide them exceptional experiences
* Welcomes customers in accordance to the Brand Standards
* Collects, accurate orders observing all guide lines in a friendly manner
* Actively participates in the departments’ initiative and drive towards achieving quality
* Consistently gets positive feedback from customers through the questionnaire
* Trains and develops new team members in the department

Handles customer complaints and resolves them immediately to the customer satisfaction

***CROWN PLAZA, AFRICAN SUN, ZIMBABWE,*** *January 2009 – January 2011,* ***Front office******Administrator***

***SPUR STEAK RANGER, SOUTH AFRICA,*** *March 2008 – December 2009,* ***Waitress***

**ACADEMIC QUALIFICATION**

* 7 ‘O’ Level Passes including English Language
* Certificate in Hotel and Catering Management
* Diploma in Hotel and Management
* Advanced Diploma in Hotel Management

**COMPUTER LITERACY**

* MS Word, Excel, PowerPoint

**CO CURRICULUM ACTIVITIES**

* Entertainment Committee member and Events Coordinator at Royal Comfort School
* Sporting