Munaa.353641@2freemail.com

**CAREER OBJECTIVE**

An ambitious employee seeking for more challenging and professional role in a reputed and progressive company, where I will be able to utilize my skills and experience and make contribution towards achieving

organizational goals.

**QUALIFICATIONS**

**Aug 2012 – Jul 2014 Bachelor of Commerce (Accountancy)**

Awarded by the University of Wollongong, Australia (3+0 Programme via INTI International College Subang)

Graduate with overall average: 66%

**Jan 2011 – Jul 2012 Diploma in Business Administration**

Awarded by INTI International College Subang, Malaysia

Graduate with overall CGPA: 3.27

**Aug 2009 – Dec 2010 Certificate in Business Studies**

Awarded by INTI International College Subang, Malaysia

Graduate with overall CGPA: 3.26

**WORK EXPERIENCE AND KEY SKILLS**

**Sept 2015 - Jan 2017 Hilton Garden Inn, Dubai, Al Muraqabat - Pre-Opening Team**

**GC&E Sales Executive**

* + - * Reports directly to the Director of Sales & Revenue Manager
			* Contribute to the selling strategy of the hotel, and manage the departments’ adherence to achieving that strategy by understanding the overall market - competitor’s strengths and weaknesses, economic trends, supply and demand etc. and knows how to sell against them.
			* Ensure that sales and pricing strategies are based on sound commercial judgment through effective analysis and reporting, historic performance and competitors' behaviour.
			* Production and maintenance of various analytical and strategy reports such as weekly, monthly, quarterly revenue reports and submit to Revenue Manager and Finance Manager.
			* Prepare monthly revenue analysis report to Revenue Management Consolidated Centre by pointing out all : top accounts revenue, revenue lost, ways to maximize revenue opportunities and minimize any risks for the upcoming months
			* Review business plans and design a proactive strategy to plug identified gaps.
			* Work Closely with the Revenue Manager, Director of Sales and Regional Sales Team to convert key, new and prospective pieces of business in order to maximize revenue
			* Control the full sales cycle; client enquiry, negotiating, contracting, up-selling, function sheet, delivery of the event, post event billings, handling complaints and finally completing the cycle by doing follow-ups and rebooking
			* Participate in weekly BFM (Business Focus Meeting) and CFM (Commercial Focus Meeting) meetings with General Manager, Hotel Manager, Revenue Management Consolidated Centre, Director of Sales, Finance Manager and Food and Beverage (F&B) Manager to review performance, agreed actions and explore upcoming opportunities
			* Support Cluster Revenue Manager (CRM) in drawing up GC&E statistics and reports,
			* forecast vs. actual.
			* Develop 3-month, 6-month and 12-month strategic action plan and assist in preparing annual revenue proposal and developing budget.

**Additional Responsibilities**

* Conduct regular audits via OnQ R&I, OnQ PM, IDeaS, rate variance, month-end reports, Demand Calendar and Daily Revenue Details to ensure accuracy of rates, revenue, reports, packages and availability.
* Build and update all group SRP rates, Group Master, Packages in OnQ R&I and OnQ PM
* Leadership an ongoing training and development of trainees and GC&E sales executive in order for them to meet their full potential in achieving the revenue and conversion targets and individual development plan.

**Mar 2016 - Apr 2016 Hilton Garden Inn, Dubai, Al Mina - Task Force**

**GC&E Sales Executive**

* + - * Responsible for entire GC&E cycle of cluster Hilton Garden Inn hotels located in Dubai
	+ HGI Al Muraqabat (182 rooms and 5 Conference and Events Rooms) & HGI Al Mina
		- * (181 rooms) and 5 Conference and Events Rooms.
			* To actively convert customer enquiries into confirmed sales to develop future and repeat business contributing to the profitability of the assigned hotel/cluster.
			* To deliver the required standards of outstanding customer service whilst ensuring a clear and effective line of communication is maintained with the operational teams of the relevant hotel.
			* Review the Cluster’s business plans, identify gaps and ensure proactive efforts to fill
			* capacity and meet set targets
			* Closes the best opportunities for each property based on market conditions and individual property needs.

**Aug 2014 - Dec 2014 INTI International University and Colleges (Malaysia) - Intern**

**Corporate Office, Department of Product and Partnership Management**

* Identify unique selling propositions for INTI’s programs.
* Managed research activities based on market data.
* Compile information on competitor analysis.
* Develop new forms for internal use.
* Develop power point slides for new programs.
* Invent charts and diagrams relating to various processes and procedures.
* Look into scheduling of visits by partner institutions.

**CO-CURRICULAR AND ACTIVITIES**

**2016** Hilton Garden Inn Al Muraqabat Pre-Opening Team Member Certificate

**2016** Best Team Member of the Month - April

**2016** Task Force Appreciation and Recognition Certificate

**2016** Hilton Garden Inn Al Muraqabat and Al Mina Role Model Employee Certificate

**SKILLS SUMMARY**

**Communication**

**Skills**

**Significant**

**Strengths**

**Language(s) IT Skill(s)**

* Excellent written and verbal communication skills developed through delivering regular presentations, giving and receiving feedbacks and writing project reports.
* Ability to communicate effectively with a wide range of individuals from diverse backgrounds.
* An accomplished public speaker, confident and articulate presenter.
* Ability to employ tact and an efficient problem solver who stay calm under pressure.
* Ability to learn new fields of work in a short period.
* Proven ability to work independently and in a team environment.

* Fluent in oral and written English and Swahili, Intermediate in Arabic.
* Proficient in using Microsoft Word, Excel & PowerPoint, OnQ PMS, OnQ R&I, IDea

**PERSONAL DETAILS**

**Date of Birth :** 6th January, 1992

**Gender :** Female

**Nationality :** Tanzanian

 **Visa :** Spouse Visa

**REFEREES**

* Available upon request

**REFEREE**