

**MEDINAT**

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**Profile:**

My exceptional communication and interpersonal skills always has been my most valuable asset in achieving excellence in my current role and previously working with a modelling agency as a promoter/instructor. I am a highly enterprising, hardworking and self-motivated person with a can do attitude, paying attention to details, and experienced in working under a wide range of demanding and challenging environments.

Above all, I am a dependable team player, reliable, honest, flexible, hardworking and very professional. I hope to reach the peak of my career, to become an asset contributing positively to the growth of an organization.

**WORK EXPERIENCE:**

**FEB2016-TO DATE MERAAS HOLDING (L&E) DUBAI-UAE**

**Guest Service Associate**

* Greet and welcome guest, direct them to where the journey begins.
* Providing basic interpretation, education and entertainment to guest about animals, exhibits and show/presentation in the facility (The Green Planet).
* Displaying a friendly, helpful and cheerful attitude to guest/ tour groups and delivering a high level of interaction at all times.
* Managing guest flow and experience in a courteous, friendly and efficient manner.
* Assisting school groups, birthday parties by keeping the kids in order and also explaining everything they need to know about the rainforest and the green planet.
* Listening to guest feedback, request and concerns and take immediate action to exceed their expectations.
* Sell the souvenir shop and also train new staffs about the facility.
* Also to represent and promote other Meraas leisure and entertainment in a positive manner to maintain a professional brand image.

**MAY2015- FEB2016 CLAR GLOBAL REACH SERVICES DUBAI-UAE**

**Client Services Executive**

 ***Client Services***

* Developing and maintaining cordial relationships with client companies and their representatives.
* Within the period of 9months of working with the company, I have developed excellent working relationship with the existing clients by not only renewing the expired contracts for another 2years but with an increased service charge price of 30% above the initial rate to increase company revenue.
* Process all payment requests for the month, follow-up on issued cheques and payments collection from clients, deposit to the bank and report any situations to the manager.
* Resolve clients’ queries by finding amicable ways to address their concerns in person, through the telephone or via email. Where necessary, give feedback to the management.

***Staff Welfare***

* New staff pickup from airport, arrange their medicals/ visa change/ EID and all necessary joining trainings. Provide accommodation or transfer to workplace if outside Dubai, update staff file on their visa expiry/renewal and follow-up with the PRO on Labour complains and any court related matters.
* Distribution of working hours, rest hours, break time, meal time to the staffs and to make sure they adhere to all SOP and are on time for transport to their respective workplace. Manage staff leaves and vacation, buy the tickets and follow up with the return date.
* Daily inspection of Dubai based staff at workplace and Weekly supervision of Al Ain staff at the work place to ensure they are properly groomed and assigned tasks are perfectly executed to eliminate or prevent client complaints. Escalate complains and take necessary disciplinary actions in line with company policies.
* Monitor the driver’s schedule, their routes and amount of fuel used on a daily basis and compare with their reports.

**OCT 2012–APR 2015**: **FLAUNT MODEL LAGOS - NIGERIA**

**Model Instructor / Promoter**

* Deal directly with the public and business organizations; providing useful information about services offered such as events ushering, Fashion week and Runway modelling organized to promote designer products and company branding, photography for billboards and marketing campaigns.
* Working as an instructor and anchor to models, to ensure excellent discipline and grooming standards are displayed at all times, to have the right attitude during fashion shows and promotional events, and to display good etiquettes during ushering, award shows, and ballroom events.
* Meet and greet guests, interacting and socializing with them, and distribute gift items / promotional materials, support prize presentations and most important is to work as a team and provide excellent first class face to face services in other to impact a positive image and identify with the brand.
* Working together with the marketing executives of promoting companies in organising and planning model activities during photo-shoots, choreography sessions in preparation for product launch and TV / billboard adverts or music video.
* Provide feedback on regular basis to management for carrying out changes in the required processes or pre-planned activities as per company specifications. Ensure that any such customized changes are effected to fit customer specification such as runway setup, hostess outfits, event location, photography backdrop/ costumes, Mobile-Bar and arcade arrangements to ensure customers’ expectations are met at all times.
* Maintain and update the model database to update customers and prospective clients on services offered and model profiles.

**EDUCATION:**

* Crescent University, Nigeria 2012

Bachelor of Science (Hons) Political Science

Project research on Democracy and Good Governance in Nigeria under the fourth Republic (President Olusegun Obasanjo Administration 1999-2007)

* Janet Memorial College, Lagos 2007

SSCE / GCSE 0’ levels 5 credit Passes and 3 Distinctions

**EXTRA CURRICULAR ACTIVITIES/ACHEIVEMENTS**

* Won the Miss NYSC Batch C CORPS Niger State – 2012 campaign during the mandatory 1 year National Youth Service Program.
* Crescent University Best Graduating Student in Political Science Department Class of 2012
* Social Sciences Department Student Representative: Advising and conducting fresher student orientation programs, organize departmental and campus events/shows, registering new clubs recruiting new members, representing the department at public and inter-varsity events.

**INTEREST AND HOBBIES:**

* Interesting personality, always on smile, with passion for fashion / modelling.
* I love travelling, sketching, discovering new places, meeting people and learning about their cultures and lifestyle.

**REFERENCES:** Available on request