***Professional Profile and Value***

A highly skilled and distinguished professional with over 11 years of cumulative experience in service driven Hospitality, Administration, Customer Service, Sales and marketing industries with a continuous strive to grow professionally alongside the organization.

Comprehensive first-hand knowledge and experience of relentlessly creating top class service and exquisite experience for guests and VIPs to ensure the highest standards of service. Possessing an unwavering commitment to customer satisfaction, with the ability to build productive relationships and win customer loyalty.

Team leader/player with excellent communication/interpersonal skills with ability to quickly establish rapport, build credibility and cultivate lasting relationships across all organization levels. Easily interacts with global multinational customers, colleagues and people from all levels, cultures, backgrounds and social classes.

Attentive and motivated team leader driving the team to achieve the highest serving standards and to complete given tasks on schedule.

Ambitious individual who will deliver optimum customer service and marketing services to help the organization drive up business and also provide operational support thereby effectively developing the business.

**Ojwiya**

**Ojwiya.372104@2freemail.com**



Seeking a demanding and challenging position in Customer Service, Hospitality, Administration or Sales and Marketing sectors so my related experience can be used to advance the organizations’ bottom line as well as my career.

***Professional Career Objective***

|  |  |
| --- | --- |
| * Marketing Strategy
* Customer Insight
* Sales and Marketing
* Food and Beverage Industry
* Team Leadership
* Aviation Industry
* Sales and Marketing
* Retail Sales
* Sales Lead Generation
* Team Leadership
* Strategic Business Development
* Sales Leadership & Management
* Training, Coaching & Mentoring
* Team Building
* Administration
 | * Hospitality Industry
* Exclusive Premium Bar
* Customer Service
* Customer Relations
* Customer Management
* Dispute Resolution
* Customer Focus
* Communication Skills
* Inventory allocation
* Office Management
* Planning and Strategizing Skills
* Creativity and Innovation
* Retail Operations
* Organizational Skills
* Mixology
 |

***Areas of Expertise***

**Job Responsibilities:**

* Involved in the setting of department objectives and targets.
* Take constructive actions to meet department objectives and targets.
* Proactively striving to maximise sales and generate revenue.
* Input new & innovative ideas for service and products to maintain competitive and leading edge.
* Effectively communicate with guests/clients and at all levels of the venue.
* Compile mandatory statistics/reports.
* Assist the Bars Manager in the control of wage costs in accordance with budgetary requirements.
* Support the Bars Manager in the implementation and/or following of procedures concerning recording of stock movements e.g. correct charging of items, billing.
* Ensure stock items behind the bars are always within expiry date.
* Oversee cash and stock control consistently according to company policy.
* Ensure that the guest drinks are prepared and served according to company standards.
* Involved in the setting of service and quality standards, and to monitor and strive for their achievement.
* Monitor, anticipate and react to customer needs consistently to ensure maximum guest satisfaction.
* Ensure proper mixing, serving, and presentation of alcoholic and non- alcoholic drinks.

**Achievements:**

* Increased bar sales by 22% under my supervision.
* Created new pricing system which resulted in about AED 5 increase in profit per bottle.
* Organized numerous large parties and corporate events.

**Promotions:**

**BAR TENDER**

**WAITER**

**FOOD RUNNER**

**BAR SUPERVISOR**

**Capital Club Limited (Premium Exclusive Club), UAE**

***Work Experience***

2008 - 2010

**Job Highlights:**

* Identify and capitalize on revenue opportunities through market analysis.
* Maintain sales volume, product mix, and selling price by having an updated knowledge of supply demand changing trends, competitors, and economic changes.
* Ensure the client is satisfied by selling to the client’s needs.
* Execute an effective strategic plan to achieve sales targets and expand the customer base of the organization.
* Address all customer complaints and handle all the clients’ queries.
* Create a monthly comprehensive report on the sales team performance and report the same to the management
* Achieve successfully the sales targets and report on the variance to the management.

**SALES EXECUTIVE**

**Huangpai Agricultural Machinery, Uganda**

2010 - 2012

**CUSTOMER SERVICE AGENT**

**Dubai International Airport**

**Job Highlights:**

* Responsible for assisting passengers with connecting flights, meeting inbound flights, checking-in passengers, boarding outbound flights.
* Transported bags/parcels to loaded aircraft, aircraft and re-routed misconnected baggage.
* Served as a primary point of contact for passengers who required reservation assistance.
* Provided exceptional customer service, while ensuring proper corporate and governmental policies and documentation.

Provided ticket sales and quote published fares.

* Provided information for passengers concerning reservation data and airport updates.

**Achievements:**

* Successfully achieved the highest rate of on-time departures in the airport as a customer service agent.
* Achieved ‘Go-to Person’ status based on the knowledge of rules, regulations, policies and procedures.

2012 - 2013

2014 - 2015

2013 - 2014

2012 - Present

***Academic Qualification***

|  |  |
| --- | --- |
| 2006 - 2008 | **Administrative Assistant****Mo Petro Station, Uganda** |

***Other Career Highlights***

***Personal Profile***

**Date of Birth** :

**Nationality** : Ugandan

**Marital Status** :

**Languages** : English, Kisawhili

**Visa**  : Employment

**Reference** : Available upon request

***IT Skills***

* MS Office Suite
* Windows Operating Systems
* Adobe

2005

**Mixology Course**

2006 - 2008

**Bachelors in Developmental Studies**

Makeree University, Kampala, Uganda