**CURRICULUM VITAE**

**Name** :Mellisa

**Date of birth** :10 March 1995 **Email** : mellisa.381133@2freemail.com

**Nationality** :Zimbabwe **Gender**  :Female **Visa status** :Employment visa**Languages** :English, Shona

 **SALES, ADMINISTRATION, CUSTOMER SERVICE PROFESSIONAL**

Over 3 years of hard core experience in the above areas of Hospitality Sales, Administration &Customer Service with a proven track record of credible achievements in a competitive environment. Always had the aptitude to grow to newer heights in my job role. Want to contribute to a dynamic work environment offering adequate opportunities for career growth based on my skills & experience. Merit where in strengths can be thoroughly exploited to professional use for development & growth of any given organization.

**CORE COMPETENCIESSelling skills / Customer Engagement / Internal and External Relationship Management / Customer Service / Time Management / Multi-Tasking Capability / MS-Office**

**KEY RESULT AREAS**

* **Selling Skills** – I can almost manage to sell anything that does not require too much of technical knowledge. My adaptation in any product is very powerful.
* **Customer Engagement** – Relationship Management – I am known to maintain a long term relation with my external customers & to delight them, internal relationship management within any company is extremely important. I excel in this to excellent limits.
* **Customer Service** – I have always maintained high standards of service levels to all my customers since I thoroughly believe in a long term relationship professionally.
* **Administration/Time Management** – Managing a team of employees makes me proficient on my time management thereby setting an example within the organization & relevant teams.
* **Multi-Tasking** – Given a high-pressure job, I can very easily handle more than one task at a time without any display of frustration to my seniors.
* **Obtained a certificate of Appreciation and Awesomeness at Global Village**

**WORK EXPERIENCE**

**Global Village** [Nov 2017 to April 2018]**Cashier, Customer serviceResponsibilities**

* Greeting customers as they arrive with a genuine smile.
* Obtain a customer service management position where I can effectively utilize my expertise in customer relations and staff leadership.
* Receive payment by cash, credit cards or vouchers and issuing receipts.
* Counting money in cash drawer at the beginning of shifts to ensure that amounts are correct.
* Ensure that each customer receive outstanding service by providing a friendly.
* Handling customer complaints and solving them.

**Innscor**[June 2015 to July 2017]

**CashierResponsibilities**

* Handling all the cash transaction of an organisation.
* Receiving payment by cash, cheques and credit.
* Checking daily accounts.
* Providing training and assistance to new joined cashier.
* Offering promotional items.

**Jameson Hotel** [ Jan 2014 – Feb 2015]

**Waitress Responsibilities**

* Welcoming guests as the arrive with a genuine smile.
* Preparing tables and clean when customers have left.
* Taking accurate food and drink orders with an easy-to-use POS system.
* Communicating with kitchen staff on orders.
* Serving food and drinks straight away so that they don’t go cold.

**EDUCATIONAL QUALIFICATIONS**

* National Foundation Certificate in Electronic Data Processing
* Certificate in Information Related Services/ Internet and Email
* Advanced level certificate
* Ordinary level certificate
* Currently studying Association of Chartered Certified Accountants [ACCA]

**HOBBIES**

* Travelling, Learning other cultures & Lifestyles, Sports & Music.