 LEARNMORE

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Nationality: Zimbabwean

Marital status: Married

Age: 28 years

Visa status: Tourism visa

CURRICULUM VITAE

Profile and objectives

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I am an energetic and enthusiastic individual with experience in management and administration in utilities such as tourism and hospitality, private and private utilities. I have excellent interpersonal skills and a great passion to work with people. I have a commitment to providing customer satisfaction through exceptional service delivery and quality management systems.

My objective is to seek employment with an organization that will ensure growth and stability. I am looking forward to secure a challenging new role where my skills, knowledge and work experience can be applied and expanded. I am also keen to contribute efficiently and effectively to the objectives of the organizational am a fast learner and willing to learn new things and constantly developing my skills so as to advance in my career. I served as the Corporate General Manager, Graduate teaching assistant and HR intern at various organizations. where I utilized my leadership skills such as motivating, delegating, action planning and many other functions. I am a holder of a Bachelor of Science Public Management (2016) and a master’s in Administration degree (University of Zimbabwe 2018). I also possess certificates in Fundamentals in Human Resources Management, Quality Management Systems and Training needs and analysis.

Competences & Attributes

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* Team player with capacity to work individually
* Flexible and dependable
* Excellent hospitality skills
* Excellent management skills
* Ability to work well under pressure and meet tight deadlines
* Well-groomed and presentable
* Fluency in English
* Excellent communication skills and ability to interact at all levels
* Performance management
* Troubleshooting and fixing problems

Education & Professional Qualifications

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* Master’s in Administration (MPA). INSTITUTION: UNIVERSITY OF ZIMBABWE
* Bachelor of Science Public Management: MIDLANDS STATE UNIVERSITY
* GCE “A” Level: 3 A level passes in History, English literature and Divinity
* GCE “O” Level: 6 O level passes including English Language
* ZPC training certificate in Training Needs analysis and evaluation 2015)
* ZPC training certificate in quality management systems
* Alison online Certificate in fundamentals in Human Resources Management

Work Experience

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* January 2017 to November 2019 in ZIMBABWE
* Position Corporate General Manager
* Reporting to Chief Executive Officer

Key Results areas

Responsible for overseeing the staff recruitment, development and their affairs as well as dayto-day operations of the lodges to ensure guest expectations are exceeded and a consistently high standard of customer service and cleanliness is maintained. Lead, supervise, co-ordinate and monitor accommodation service staff. Researching goals and targets, troubleshooting and solving problems within the organisation. Increased the client base from average of 20 guests per day in 2017 to average of 108 guest per day in 2019 through e-marketing, good customer care culture and promotions.

Day to day Responsibilities:

* Providing guests with an exceptional experience through the provision of a seamless and warm service at the Lodges.
* Monitoring all aspects of the customers’ experience, from the layout before they arrive to the experience and to enhance that experience and remedy potential problems.
* Leading by example in respect of uniform, grooming and guest relations
* Demonstrating the ability to identify areas of improvement then devise and successfully implement workable solutions
* Practicing safety standards ensure that the safety of guest and other staff members.
* Establishing and maintaining good relationships with all guests and handle complaints, requests and inquiries so as to generate repeat business.

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* September 2017 to November 2018 University of Zimbabwe
* Position: Graduate Teaching Assistant
* Reporting to: Lecturer and department of POLAD

Key result Areas:

Assisting and support academic staff, faculty members, and other professional staff members in the delivery of teaching or teaching-related duties to students in a variety of learning environments. ------------------------------------------------------------------------------------------------------------------------

* Jan - De 2016 Zimbabwe Power Company 01 july-31 July 2016
* Position: Undergraduate Trainee (attachee)
* Reporting to: Principal Human Resources Officer

Key result Areas:

Coordination of the Human Resource functions in the organization including recruitment and training.

Duties

Provide HR departments with information on payroll and attendance

* Recruitment
* Development and implementation of an Induction Programme
* Manpower Planning and Recruitment and Selection
* Payroll Administration including overtime calculations
* Document control and filing
* Formulating training objectives and performance objectives.
* Development and implementation of Administering and delivering training programmes.
* Production and administration of various training reports
* Provide administrative support by maintain employee records and performing data

Achievements

* 2018 employee of the month for Greyview Lodges
* Increased the revenue and guest’s inflow for Greyview lodges by 108% in 2019