**CURRICULUM VITAE**

**Personal Attributes: Diligent, Flexible, Honest, Reliable, Proactive, Result-Oriented, and a Good Time-Keeper.**

**PERSONAL PROFILE**

Name : NADINE

 Date of Birth : 11th June 1997

Email Address : nadine-392810@2freemail.com

Marital Status : Single

Nationality : Kenyan.

Languages : English (Excellent), Swahili (Excellent).

# CAREER OBJECTIVE

* To expose myself to challenging positions that meet my competence and occupational proficiencies.
* To acquire new skills that would enable me learn and expand my knowledge in the corporate world.
* To be part of the value chain contributors in the company I will work for.

# BASIC PROFILE

* Open and critical minded.
* Ability to work independently and under pressure.
* Team player and adaptable.
* Industrious with ability to work with minimal supervision
* Computer literate: MS Office.
* Substantially networked.
* Good communication skills.

# EDUCATION & TRAINING BACKGROUND

**Moi University Mombasa Campus**

Diploma in Hospitality, Tourism and Event management(2016 to date).

**Current Progress Report:** Completed and passed all modules while currently finalizing on the research project

**Institute of Advanced Technology** International Computer Driving License (2016: February - June)

**Driving School**

Unit Driving School.

(2016: January)

**Presbyterian High School Pwani**

Kenya Certificate of Secondary Education (2012-2015)

**Light Academy Primary**

Kenya Certificate of Primary Education (2003-2011)

# WORK EXPERIENCE

**November 2017 to date: GUEST RELATIONS OFFICER, PRIDEINN PARADISE BEACH RESORT AND CONVECTION CENTER**

**Responsibilities**

* Welcoming guests in a cordial and professional way.
* Addressing and resolving customer concerns.
* Providing information about facilities, programs and other services.

# June to November: TELEMARKETER AT THE CALL CENTER DEPARTMENT, PRIDEINN PARADISE BEACH RESORT AND CONVECTION CENTER

**Responsibilities**

* Management of customer external communication on the basis of customer assistance and dissemination of product segmentation.
* Daily reporting of product enquiries and monthly analysis of sales.

# March to June 2017: HOTEL INTERNSHIP, PRIDEINN PARADISE BEACH RESORT AND CONVECTION CENTER

**Internship program:**

* **Housekeeping department:** enhancing cleanliness, inspecting guest rooms and ensuring system updates on the status of rooms.
* **Food Production** – Preparation of assorted delicacies in different party systems.
* **Food and Beverage department** - cleaning and preparing the dining area for guests, greeting customers, proper food service etiquette, and serving meals.
* **Front Office department** - receiving internal and external telephone calls, email etiquette, collecting guest feedback under guest relations, briefing of guests, checking in of guests, billing and confirmation of bookings under reservations
* **Stores** – Receiving of goods, issuing of goods, store taking and ensuring balancing of records, booking of issue request from the system.

# INTERESTS AND HOBBIES

* Community Service
* Driving
* Traveling
* Socializing
* Listening to music