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| **CURRICULUM VITAE**      **COSMAS**   * **GCSE ORDINARY LEVEL** * **DIPLOMA IN THEOLOGY**   **Age: 30**  **Marital Status: Married**  **Nationality: Zimbabwean**  **Visa: Visit – Valid till 12 Dec. 2019**  **Available: Immediately**  **E-Mail:** [cosmas-395138@2freemail.com](mailto:cosmas-395138@2freemail.com)    **Professional Skills**   * *Administrative skills* * *Interpersonal skills* * *Professional maturity* * *Collaborative Team player* * *Problem Resolution* * *Employee welfare & orientation* * *Relationship Building* * *Multitasking skills* * *Document management*   ***Spoken Languages***   * *English (fluent)* * *Shona (native)* | **CAREER OBJECTIVE**  Dynamic, results oriented executive with extensive experience in administration, housekeeping, filing and customer service. Efficient and collaborative communicator focused on establishing and fostering productive relationships with internal and external stakeholders, working effectively with internal team members and clients. Seeking a responsible position, where I can utilize my knowledge contributing to the benefit of the company.  **WORK EXPERIENCE**   1. **Hotel in Harare, Zimbabwe**   *About the company: This hotel is part of a well-established group of hotels called Cresta Hotels with branches in Zimbabwe, Zambia and Botswana*  ***Job role: Administration & Housekeeping supervisor (Jan.2017 to August 2019)***  **Key Responsibilities**   * Assign Guest Rooms and Common Areas to Housekeeping Staff * Inspect Rooms and Common Areas for Cleanliness * Order Cleaning Supplies * Professionally respond to guests and employees’ enquiries in person, via telephone or e-mail * Organize resources for new employees such as welcome kits, IT and email access as appropriate * Follow up on monthly time sheets from staff for the HR office’s postings * Schedule appointments and make travel and accommodation arrangements for the management * Coordinate the repair and maintenance of office equipment * Prepare and modify documents including correspondence, reports, memos, minutes, bookings and emails   **Key Achievement**   * Was nominated employee of the month in April 2018  1. **Private Clinic in Harare, Zimbabwe**   *About the company: This clinic is a well known and established private clinic in Zimbabwe which provides high-quality, personalized medical care with the most cutting-edge technologies available*  ***Job Role: Administration Executive (March 2008 – Dec 2016)***    **Key Responsibilities**   * Responsible for providing the company’s medical services information and administrative support to patients in order to ensure effective and efficient services. * Organized patient bookings, consultations, referrals and hospital admissions in liaison with their insurance companies on services that need prior approvals * Received, receipted and recorded company’s finances (income and expenditure) and made payments in liaison with the Finance Manager and Director * Responsible for billing and updating patients’ accounts * Screened incoming calls and handled outgoing calls, faxes and mails * Complied with patients’ medical records protection guidelines and systematically filed them * Prepared relevant financial and admission reports to the Management * Performed clerical duties such as photocopying, scanning, faxing and filing   **Key Achievement**   * Stream lined the filing system so that it was easier to locate records when needed  1. **Isocrynate Technologies (Harare - Zimbabwe)**   *An upcoming computer technology start up company which aims to empower college students in technology field*  ***Job Role: Document controller/Office Support (Feb 2007 to Jan 2008)***  Key Responsibilities   * Implemented and maintained document control processes and procedures * Developed and maintained orderly filing of manual documents through clear labelling and dating * General document control activities such as photocopying, scanning, analysis of suppliers’ documents compliance with Project standards regarding numbering and all others aspect related to document quality * Attended to incoming and outgoing calls and mails * Maintained and handled the clients’ databases. * Ensuring the use of standardized forms and templates   **REFERENCES**  **REFEREES AVAILABLE UPON REQUEST** |