**STELLAH**

A highly professional, dynamic and skilled Hospitality Professional with over 4 years of experience focused on Front Office Department back-end and front-end operations and administration, and a junior experience Events Management. I possess strong communication, secretarial and multi-tasking skills essential in any fast-paced and demanding business operations.

**KEY ATTRIBUTES**

* Excellent communication and interpersonal skills
* Quick-learner
* Ability to work under minimum supervision
* Tact and a great problem-solver
* High level of integrity
* Self-motivator
* Customer responsive
* Skillful in administration and secretarial tasks
* Excellent time-management
* Great team player and flexible

**EDUCATION**

**Hotel and Restaurant Management (Diploma)**

**Nairobi**

**Certificate in Tourism and Language**

**Institute Kenya**

**High School Education**

**High School**

**COURSES COMPLETED**

**Harvard Mentor Management**

**Completed on April 2018**

**Harvard Mentor – E-Learning**

**Handling Difficult Interactions & Finance Essentials Completed on March 2018**

**LANGUAGE**

**English**

**Excellent in reading, written and oral**

**Swahili**

**Native language**

**COMPUTER SKILLS**

* Microsoft Windows
* Microsoft Office Word, PowerPoint, Excel, Outlook
* Delphi
* Micros OPERA
* FCS e-Connect, Voicemail and WinSuite

**PROFESSIONAL EXPERIENCE**

**Rooms Reservations Agent**

**Hotel Dubai**

**January 2020 – present**

* Provide the highest level of service to promote customer satisfaction / retention while optimizing booking opportunities
* "Master” the room product in terms of layout, physical attribute, benefits, amenities, etc. to effectively differentiate room types to match the right product with specific guest needs
* Increase guest loyalty by delivering a value-added service to our guests
* Assist guests on all other booking-related queries

**Guest Service Associate**

**Hotel Dubai**

**July 2014 – December 2019**

* Handle internal and external calls, emergency communication, guest requests and complaints, wakeup calls, emails etc.
* Assist the supervisor in orienting and training new colleagues
* Handle reservations enquiries whenever necessary and required

**Receptionist (Task Force)**

**Hotel Dubai September 2018 – December 2018**

* Assisted in the front desk operations in conjunction with my training
* Performed check-in and check-out, room assignment, billing, etc.
* Took the role of DTCM Specialist responsible in tallying all in house and arrivals reports both on DTCM portal and OPERA which increased the completion rate by 80%

**Horizon Club Lounge (Task Force)**

**Hotel Dubai**

**May 2018 – August 2018**

* Assisted in the club lounge operations in conjunction with my training
* Assisted in the check-in and check-out process of club lounge guests, as well as the breakfast operations
* Helped club lounge guests with concierge, business administration, and many other specific requirements

**Email Address**  : [stellah.399985@2freemail.com](mailto:stellah.399985@2freemail.com) / [stellah.399985@gulfjobseeker.com](mailto:stellah.399985@gulfjobseeker.com)

**Mobile Number** : 0504973598

**Reference** : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

**YouTube Video CV**

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

**View My CV on Gulfjobseeker.com CV Database**

<http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

**Chat with me Live on Zoom**

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>