** Diana Edith Adhiambo**

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**Objective**

Experienced Administrative executive/Front office personnel/ Guest relations/ and Customer service with proven ability to drive business growth and looking to secure a suitable role within same.

**SKILLS AND COMPETENCIES**

* Clear communication skills Multitasking
* Problem solving Time Management
* CRM knowledge Microsoft office skills
* Team work Telephone skills
* Persuasion skills Office administration procedures

***WORK EXPERIENCE***

***Godrej Consumer Products International FZCO,*** Dubai. June 2017 – June 2019

Position: Administrative Assistance

* Applied for Visas, processed travel document and organize itinerary for management travel to various countries.
* Arranged and scheduled meetings in the office
* Worked closely with the Account department for Reimbursements , claims for staff and account reconciliation
* Managed and received courier and supply
* Managing internal and external events – like birthdays and World volunteering day for special needs schools every year.
* Liaised with the supply Chain department for document preparation and trade handling.
* Filing systems development and management

***Teddy Tourism LLC****, Dubai .*  ***April 2014 - June 2016***

Position: *Executive Secretary cum Receptionist*

* Handled telephone calls and dealing with inquiries.
* Received deliveries, couriers, incoming faxes & arranging distribution to recipients.
* Logged information on calls received and maintaining detailed records.
* In charge of memos, reports and minutes of meeting.
* Handled and ensured sensitive and confidential document discreetly
* Ensured that the reception & meeting room areas are clean & welcoming.
* Using a variety of software packages, such as Microsoft Word, Outlook, Excel.

***Sheraton Dubai Creek Hotel &******Towers, Dubai.***  ***August 2012 - May 2013***

*Position: Senior Guest Relations Officer/ Front Office Receptionist*

* Handled VIP guest complaints and concerns in an efficient and timely manner.
* Oversee VIP guests, arrivals and departures.
* Coordinated and multi-task job duties in a busy schedule.
* Provided excellent customer service as per hotel standards.
* Maintained confidentiality and discretion at all times.

***One & Only Royal Mirage Hotel,******Dubai. September 2010 -June 2012***

*Position: Senior Guest Relations Officer*

* Served as a first point of contact by meeting and greeting guests upon arrival.
* Giving details on hotel service to guests.
* Prepared the daily welcome letters and departure notes.
* Handled VIP & confidential hotel guests while protecting their privacy.
* Handled guest queries and complaints and following up on the measures taken.
* Organized airport transfers for guests from the hotel to the airport & vice versa.
* Made reservations and bookings for guests within & outside the resort.
* Following daily standard operating procedures (SOPs) to ensure smooth running of the department

***SAFARICOM, LTD. Kenya. March 2004 – July 2010***

***Position: Customer service agent***

* Opening and maintaining customer accounts by recording and updating account information and suggesting information about other products and services.
* Determined and resolved customer issues and complaints
* Maintained financial accounts by processing customer adjustments.
* Recommend potential products or services to management by collecting customer information and analyzing customer needs.
* Prepared product or service reports by collecting and analyzing customer information.
* Contributed to team effort by accomplishing related results as needed.

**Training:**

Attended and completed a First Aid training course – **August 2011** Attended Customer Service training -**September 2011**

***EDUCATION CREDENTIALS***

*Infotech Training Centre*

**Diploma in Computer Systems Application**

*Loreto Convent*

**Kenya Certificate of Secondary Education**

**Refences available upon request**