

SUMAYYA NANTEZA

CUSTOMER SERVICE AND GUEST RELATIONS EXECUTIVE

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VISA STATUS: Cancelled Visa



SUMMARY

Highly motivated and goal driven Customer Service Executive with 2 years' experience in guest relations, customer engagement and responding to all manner of inquiries. Ability to multitask while ensuring pleasant customer experience

EDUCATION

Bachelors in Micro-Finance

KYAMBOGO UNIVERSITY, UGANDA

2013 – 2016

CAREER HISTORY

Customer Service and Guest Relations Executive – PALMA BEACH RESORT AND SPA (UMM AL QUWAINN)

July 2017– Aug 2019

- Attending phone calls from in and outside the hotel for reservations
- Direct inbound and outbound calls to respective departments as per requirements • Responding to general inquiries and providing information about the hotel facilities and services provided
- Administering check-ins and check-outs and welcoming guests upon arrival • Monitoring hotel booking sites such as booking.com, expedia.com, agoda.com and hotels.com to manage online reservations
- Maintain clear and accurate records of guest room bookings, payments and additional guest billings where applicable
- Liaise with hotel staff including housekeeping and maintenance to address any problems or complaints made by guests
- Complete and maintain incident reports (if any), daily activity reports or other reports to be submitted to management

STORE COORDINATOR – PALMA BEACH RESORT AND SPA (UMM AL QUWAINN)

Aug 2019 – Aug. 2021

- Maintain accurate receipts, records and withdrawals of the storeroom to avoid overstock • Obtain requisitions from the different departments and ensure departmental requirements are submitted on time in order to ensure proper flow of operations • Obtain competitive quotations as per hotel requirements and ensure the best product is sourced and stock is purchased
- Ensure all order receiving dates are updated according to suppliers/vendors for delivery purposes on a daily basis
- Inspect deliveries for damages / discrepancies and ensure records are maintained for reimbursements (if any)
- Control perpetual inventory and investigate discrepancies / shortages to eliminate redundant/ obsolete stock/ overstock
- Rotate stock and coordinate the disposal of surplus
- Regular monitoring of vendors to ensure service quality and favorable prices through standard purchasing specifications
- Perform monthly departmental stock counts and accuracy checks
- Ensure proper housekeeping / organization in the storeroom

PROFESSIONAL SKILLS

- Proficient in Prologic System (used for stock keeping)
- Proficient in Opera System (used at the reception)
- Bookkeeping and Inventory Management
- Analytical Skills and Interpersonal Skills
- Ability work under pressure and meet deadlines
- Self-Motivated and Proactive
- Strong team member including working with diverse teams
- Detail Oriented
- Proficient in MS Word, Outlook, PowerPoint and Excel