

**PERSONAL DETAILS:**

**701 BAIT AI KHAIR
MURRAQABAT
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NATIONALITY:

ZIMBABWEAN

DATE OF BIRTH:

15 JAN 1978

VISA STATUS: LONG
TERM VISITOR

LANGUAGES: ENGLISH

**COMPETENCIES &
STRENGTH:**

- Strong Analytical Skills
- Good Communication, Listening Skills
- High Level Of Service Aptitude
- Innovative, Team Work, Time Management, Result oriented
- Microsoft Computer Skills

REFEREES AND**CERTIFICATES:**

UPON REQUEST

CURRICULUM VITAE FOR: SIBONGUTHANDO MOYO

1. CAREER OBJECTIVE:

To work for an organization that offers professional growth and provides an environment that will allow me to effectively contribute to its goals.

2. PROFESSIONAL QUALIFICATIONS: / CAMBRIDGE GSCE CERTIFICATE

- BCOM IN MARKETING - OPEN UNIVERSITY ZIMBABWE
- EXEC. CERTIFICATE IN BUSINESS ADMINISTRATION –UNIVERSITY OF ZIMBABWE
- EXECUTIVE CERTIFICATE IN BUSINESS MARKETING – UNIVERSITY OF ZIMBABWE
- LCCI – MARKETING AND SALES ; ICDL
- TOP FLIGHT SECRETARIAL DIPLOMA; BOOK KEEPING ; GIRL FRIDAY DIPLOMA
- CUSTOMER CARE CERTIFICATE ; PROFESSIONALISM ON THE TELEPHONE
- COMMUNICATION SKILLS ; SECRETARIAL REFRESHER COURSES

3. WORK EXPERIENCE:

2018-2021 MARCH (RAINBOW TOWERS HOTEL) ZIMBABWE
SHERATON RESERVATION OFFICER

DUTIES

- Greet all clients with a smile and maintain eye contact at all times and escort them when necessary.
- Answer customer's enquiries/queries via telephone, email, social media platforms.
- Update customer records on the system.
- Create and maintain reports about customer interactions.
- Be cautious about cultural differences and respectful to all individuals.
- Maintain high level of personal hygiene and presentation at all times by sanitizing work stations.
- Handle all cases related to guests courteously and professionally.
- Maintain diplomacy and professionalism.
- Be proactive to work with other team members, be flexible to adapt to new environment with flexible schedules.

2013 -2018 (PRICEWATERHOUSECOOPERS) PERSONAL ASSISTANT

- Provide administrative and secretarial duties to the Partners and the department in executing assignments.
- Draft correspondence and memos for various issues.
- Filing various documents in accordance to the Origination policy- physical and electronic.
- Making and answering calls and directing them to the respective persons.
- Managing the diaries for all the executives, making appointments, managing events for the organization etc.
- Attending meetings, taking minutes and circulating them.
- Supervising the Receptionist and office orderly by ensuring that the Reception area and the building is kept clean at all times.
- Attending to queries clients may have before referring them to my superiors

2000-2013 (UNITED NATIONS HIGH COMMISSION FOR REFUGEES) unhcr