

CURRICULUM VITAE

SETH OKELLO

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Visa status: Employment visa

Address: Abu Dhabi, UAE.

Sex: Male

Marital status: Married.



OBJECTIVES:

I am a hardworking person looking for a position in a company where I enjoy work in the competitive and dynamic environment to utilize my potential and skills to enhance the company business.

EDUCATION BACKGROUND

- Bachelor's of Arts Degree in Education, Kyambogo University, Kampala Uganda , 2011-2014
- MS office, Galaxy computer Education & training Institute, Abu Dhabi, UAE 2022.
- Certificate in Customer Service Training, Abu Dhabi National Hotel, UAE 2019.
- T-BOSIET Certificate, Emirates Technical and Safety Development Centre, Abu Dhabi 2016

SKILLS:

- Effective communication skills
- Customer care skills
- MS office skills
- Driving skills
- Appointment scheduling skills
- Oil and gas field experience
- Ability to work under pressure and long hours
- Call management skills
- Problem solving skills
- Time management

WORK EXPERIENCE

RECEPTIONIST

ABU DHABI NATIONAL HOTELS / SODEXO: 2018- To date

- ✓ Greet all guests and assist them with check-in and check-out
- ✓ Maintain a positive attitude and friendly appearance

- ✓ Respond all guests questions and requests
- ✓ Answer and forward phone calls
- ✓ Manage guests bookings and reservations
- ✓ Coordinate with other departments to ensure guest needs.
- ✓ Keep a tidy and orderly workplace
- ✓ Assist with administrative and clerical tasks as required
- ✓ Develop network of contacts, service providers, and businesses within the locality to serve guests well.

CONCIERGE

GLOBAL EMIRATES SERVICES: 2016- 2018

- ✓ Greeting customers
- ✓ Manage guests complaints
- ✓ Delivering messages
- ✓ Managing mail, luggage, and deliveries
- ✓ Perform basic administrative, secretarial duties
- ✓ Arranging transportation and excursions upon client request
- ✓ Provide information and recommendations on local features, attractions, shopping, nightclubs and recreations
- ✓ Arranging tours and activities
- ✓ Making dinner or events reservations for the clients
- ✓ Arranging special services and obtaining tickets for the events
- ✓ Providing and arranging business meetings for the guests
- ✓ Delivering clients requests to the specific teams such as maintenance and housekeeping

RECEPTIONIST

COLLINS HOTEL MUKONO: 2013- 2015

- ✓ Welcoming guests with a big smile
- ✓ Taking hotel bookings from guests
- ✓ Registering guests and allocating and allocating them in the desired rooms
- ✓ Keeping guests valuables safe and handing them over upon departure or request
- ✓ Receiving payments for the days of stay and other services rendered to the guests
- ✓ Taking room service orders
- ✓ Reporting to the accounts section for the daily earnings
- ✓ Appreciating guests by saying THANKYOU and COME BACK AGAIN at the time of departure
- ✓ Writing a daily summery that outlined the daily activities plus total collection.