## **CURRICULUM VITAE**

I am a hard worker person with four years of experience working in a Hospitality industry as a lead manager where I gained hands-on experience supervising and keeping the department running smoothly, proven track record of providing excellent customer service, resolving customer complaints, and optimizing operational efficiency. Strong leadership skills with the ability to train and supervise other team member. Experience in budget preparation and financial reporting, committed to delivering exceptional customer experiences and maintaining high standards of service.

I am a Detail-oriented, highly trustworthy, flexible, discreet, ethical, efficient and organized professional with experience hospitality. I am seeking to develop my career through team Work and self-initiative.

# **PERSONAL DETAILS**

**Name:** Jackline Richard Constatine

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**Language:** English and Swahili

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# **professional SKILLS AND COMPETENCE**

* Excellent customer service and interpersonal skills
* Strong leadership and team management abilities
* Effective problem-solving and conflict resolution
* Budget preparation and financial analysis
* Proficient management software skills and systems
* Attention to detail and organizational skills
* Adaptability and flexibility in a fast-paced environment
* Strong communication and presentation skills
* Computer skills in Microsoft word, Excel and Power point
* Excellent multitasking skills
* Working with people of different culture and ethnic background.

# **WORK EXPERIENCE**

1. **Company: Placelisted**

**Duration: March 2019 -To date**

**Positions: Lead manager**

**Responsibilities.**

* Train and supervise a team, providing guidance and support to ensure consistent service quality.
* Implement strategies to enhance guest satisfaction and loyalty
* Address customer complaints promptly and effectively, resolving issues to ensure customer satisfaction and retention.
* Collaborate with other departments to maintenance and ensure seamless coordination and communication.
* Prepare and monitor departmental budgets, optimizing resources and controlling costs to achieve financial targets.
* Generate financial reports, analyze data, and identify areas for improvement to drive profitability and operational efficiency.
* Stay updated with industry trends and best practices to incorporate innovative solutions and deliver exceptional service.
* Managing social media and advertising campaign
* Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
* Using customer service skills and analytical nature to resolve customer concerns and promote loyalty.
* Updated customer database and generated lists and counts for direct marketing projects..
* Rising interest and interaction with potential clients by working with other employees as team.
* Setting and conducting meeting with customers (potential service users

**Duration: March 2018 – March 2019**

**Positions: Customer Service Representative**

**Responsibilities.**

1. Helps customers with complaints and questions through online chats, emails or pho ne calls. to avoid on-hold wait times.
2. Strategizing on organization development issues.
3. Provides information to the customers about company products and services.
4. Gathering data of places to eat, stay and visit from search engines and entering information into placelisted.com platform.

# **PROJECTS, volunteer activities & LEADERSHIP EXPERIENCE**

**VOLUNTEERING WORK:**

 **UNIVERSITY OF DAR ES SALAAM**

* **Position:** Serve as an Usher 9th Africa Accounting and finance conference (AAFA) at Ramada Hotel**–** September 2019
* **Position:** Assisting on collecting data concerning bank performance – May 2019
* **Position:** Serve as an Usher on 14th international operation research of East Africa conference (ORSEA**) -** November 2018
* Monitored events to identify potential problems and minimize disruptions.
* Assisted with set-up and break down of events to facilitate efficient and organized event preparation.
* Worked with other staff members to facilitate smooth flow of operations.

**LEADERSHIP EXPERIENCE**

**INSTUTUTION: UNIVERSITY OF DAR ES SALAAM**

**DURATION: JUNE 2018 – JUNE 2019**

**POSITION:**  Publicity

Achievements:

* Organizing Association event, study tour and meetings.
* Organizing students events for fundraising
* Promoting DUTA through social media.
* Supervising subordinates for attaining organization goals.

**PROJECT**

**INSTITUTIONS: UDBS** (University of Dar es salaam Business school)

**Project:** 1st Career fair event

**Position**: Event coordinator

**Duration**: June 2019

 Achievements:

* Communicating events timelines to stakeholder for on time event execution.
* Booking venue for the event.
* Communicating event content to tourism and marketing external companies.

Stood up for presentation as an intern of Kwe2Africa Company during the event to inspire students

# **EDUCATION:**

University of Dar es Salaam - 2016-2019 (Bachelor of Commerce in Tourism and Hospitality Management)

Zanaki Secondary School - 2014-2016 (Advance level education)

Kisutu Girls Secondary School - 2010-2013 (Secondary Level Education)

# **REFERENCE:**

1. Mr. Peter Danstan Mshana

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