

# THERESA PYNDJI

pyndjit@gmail.com | +255762934426 | Arusha Tanzania

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## Summary

Adaptable and energetic candidate with experience in a variety of industries and a history of success in providing exceptional customer service and creating a friendly and receptive office environment. Experience in managing all facets of front office administration, data analysis, stock management & receptionist duties, and responsibilities. Hands-on skills in using applications such as MS Office, Opera, and Pilot software to facilitate daily office operations.

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## Skills

- Communication skills
- Customer service
- Problem-solving skills
- Administration operations
- Hotel management
- Data analyzation
- Stock management
- Computer skills (Ms office, Opera
- Pilot software)
- Upselling Proficiency
- Time Management
- Team Collaboration
- Detail Oriented
- Schedule Maintenance
- Tour Package Creation
- Creative Thinking

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## Experience

### **Reservation Officer** | Tanzania Escapade - Moshi , Tanzania | 02/2022 - 03/2023

- Assisting and advising customers who may be choosing from a variety of travel options
- Making reservations for customers based on their various requirements and budgetary allowances
- Checking the availability of accommodation or transportation on the customers' desired travel dates
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest
- Processing payments and sending confirmation details to customers
- Sorting out any issues that may arise with bookings or reservations
- Selling and promoting reservation services
- Answering any questions customers might have about the reservation process
- Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations
- Providing support to customers who may need to amend or cancel a reservation.

### **Data Analyst** | Broader Ventures - Online | 01/2021 - 01/2022

- Collecting and interpreting data, analyzing results
- Reporting the results back to the relevant members of the business
- Identifying patterns and trends in data sets
- Working alongside teams within the business or the management team to establish business needs, Defining new data collection and analysis processes.

### **Procurement Officer** | Taste Poa Restaurant - Mto Wa Mbu , Tanzania | 06/2019 - 12/2021

- Issuing and receiving stock within the store's area of operation
- Monitor and take inventory on a regular basis to compile orders based on par levels or needs
- Maintain clear and organized records to ensure all reports and invoices are filed and stored properly
- Monitor PAR levels for all food items to ensure proper levels

- Responsible for the storage of both food & beverage and operational stock
- Responsible for the day-to-day check on the storage facilities for upkeep and hygiene
- Responsible to verify all goods arrived as per the agreed purchase, delivery note, and agreed quantity has been received
- Refuse acceptance of damaged, unacceptable, or incorrect items
- Ensure cleanliness of all areas, keeping storage areas clean & tidy, and in strict compliance with hygiene regulations

**Reservation Agent Trainee** | Ona Safari - Arusha , Tanzania | 09/2018 - 02/2019

- Welcoming guests as they arrive
- Handling bookings, choosing rooms for guests and handing out keys, passing messages on to the guest, and completing certain produces when checking in and out
- Providing guests with information about local attractions and places of interest

**Front Office (trainee)** | Ngurdoto Mountain lodge and golf club - Arusha, Tanzania | 11/2017 - 01/2018

- Welcoming guest as they arrive
- Handling bookings, choosing rooms for guests and handling out keys, passing message on to the guest , and completing certain produces when checking in and out.
- Providing guest with information about local attributions and places of interest

**Receptionist** | The Boma Hotel - Nairobi , Kenya | 04/2017 - 08/2017

- Checking guests in and out, issuing room keys, receiving bookings through calls and emails, preparing bills, and dealing with payments
- Welcoming guests as they arrive at the hotel
- Providing guests with information and dealing with answering their quires and dealing with complaints

**Front Office** | Kigali Serena Hotel - Kigali , Rwanda | 09/2016 - 11/2016

- Answer phones and operate a switchboard
- Route calls to specific people
- Answer inquiries about the company
- Greet visitors warmly and make sure they are comfortable
- Call persons waiting for visitors and book them a room to meet in
- Schedule meetings and conference rooms

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## Education and Training

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Boma International Hospitality College | Nairobi , Kenya | 11/2018

**Higher Advanced Swiss Diploma:** hotel management

Arusha Modern School Ltd | Arusha | 11/2014

**High School Diploma**

St.constatine International School Ltd | Arusha | 09/2013

**High School Diploma**

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## References

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- Mr.Menasill

Managing Partner

- Mr.Mark Vagner

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+1(607) 379-3257

Operations Manger  
Tanzania escapade  
Phone: +(255) 687-802-543

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## Languages

**English:** First Language

**English:** C2  
Proficient

**Swahili:** C2  
Proficient

**French:** A2  
Elementary

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## Certifications

- Siloam Christian Education Ministries International ltd -August 2029