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Mathew Ronald Wood

Objective

To obtain a full time position in a multinational company, which offers a professional working environment, gain further exposure and enhance my skills in all areas of work.

Experience

***June 2019 – October 2020 Lagoon Beach Luxury Resort and Spa - Bahrain
Recreations & Watersports Supervisor***

- In charge of the supervision of outdoor area cleanliness
- Scheduling and Payroll for 30+ staff
- Handling and filing checklists for each of the outdoor areas
- Arranging activities for guests
- Procurement of stock & stock control
- Hiring of outside casual staff for assistance during busy periods,
- Supervision of decorations for national holidays,w'c includes setup of basic outdoor sound system for activities.
- Customer Service and handling of Watersports activities

February 2018-July 2018
Dispatch Controller

Tip Top Meat Products – Johannesburg,SA

- Delivers items to customers by verifying orders.
- Inventories stock.
- Arranges transportation.
- Organizes item order by editing for price, promotions, and weight compliance.
- Arranges shipments by checking stock to determine inventory levels, anticipating delivery requirements, and placing/expediting orders.
- Ships items by examining items, destination, route, rate, and delivery time; ordering carriers.
- Verifies items shipped by matching bills of lading, reconciling quantities, and noting discrepancies.
- Keeps customers informed by forwarding notice of item availability, shipment date and method, and current status; answering questions.
- Protects the organization's reputation by keeping pricing, promotion, purchase order, and credit-limit information confidential.

March 2017 – February 2018 The Tree Pub Kitchen - Sodwana Bay,SA
Social Media Manager

- Marketing of weekly menus, specials and events on Facebook and in local residents' groups on Whatsapp.
- Collaborate with other teams, like marketing, sales and customer service to ensure brand consistency
- Communicate with followers, respond to queries in a timely manner and monitor customer reviews
- Oversee social media accounts' design (e.g. Facebook timeline cover, profile pictures and blog layout)
- Suggest and implement new features to develop brand awareness, like promotions and competitions
- Stay up-to-date with current technologies and trends in social media, design tools and applications

January 2015 – February 2016 True Religion Jeans Sandton city,JHB,SA
Retail Sales Executive

- Greet and direct customers
- Provide accurate information (e.g. product features, pricing and after-sales services)
- Answer customers' questions about specific products/services
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell products
- Ensure racks are fully stocked
- Manage returns of merchandise
- Coordinate with the Retail Sales Representatives team to provide excellent customer service (especially during peak times)
- Provide customer feedback to the Store Manager
- Stay up-to-date with new products/services

January – December 2014 The Call Center Hub Johannesburg,SA
Junior Social Media Marketer

- Generate, edit, publish and share daily content that builds meaningful connections and encourages community members to take action
- Set up and optimize company pages within each platform to increase the visibility of company's social content
- Moderate all user-generated content in line with the moderation policy for each community
- Create editorial calendars and syndication schedules
- Continuously improve by capturing and analyzing the appropriate social data/metrics, insights and best practices, and then acting on the information
- Collaborate with other departments (customer relations, sales etc) to manage reputation, identify key players and coordinate action
- promotions and competitions
- Stay up-to-date with current technologies and trends in social media, design tools and applications

February 2012 –December 2013 Snake's Pub Ormonde,JHB,SA
Barman Manager

- Recruit, interview, hire and train bar staff
- Interact with customers to develop loyalty and handle customer concerns
- Ensure all licenses are current including health, safety and liquor
- Ensure staff is following all food control and safety regulations
- Create employee schedules based on expected customer numbers
- Ensure bars are profitable by analyzing liquor costs versus sales
- Work with liquor vendors to develop new productions or promotions for the bar
- Set and maintain standards for safe food handling, cleanliness and safety
- Negotiate with vendors, order supplies, manage inventories and budgets

February 2011 –December 2011 Umngazi River Bungalows and Spa
Recreations Attendant

- Provide information about facilities, entertainment options, and rules and regulations.
- Record details of attendance, sales, receipts, reservations, and repair activities.
- Drive a small horsepower motor boat ferry.
- Participation in and assistance with outdoor games and activities
- Monitor activities to ensure adherence to rules and safety procedures, and arrange for the removal of unruly patrons.
- Sell tickets and collect fees from customers.
- Keep informed of shut-down and emergency evacuation procedures.

Education

2005-2009 (HIGHSCHOOL)

Mondeor High School

Johannesburg,SA

Computer Skills

Microsoft Word, MS Office 2000 ME

Other Qualifications:

Social Media Marketing

- UCT Getsmarter Social Media Marketing Short-course.
- Hootsuite University
- Online course for competency in using the Social Media Management Tool.

Online Bookkeeping

Character Reference

Will be provided upon request.

Personal Data.

Date of birth : 17 September 1991

Gender : Male

Nationality : South African

Permanent residence : Bahrain

Home Language :English

Additional Languages : Afrikaans, isiXhosa, isiZulu

