

ROMINA ROBERT DEAN



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Personal Profile

Seeking for a career at the hospitality and marketing industry, with a demonstrated history of working in the customer service industry. Skilled in negotiation, customer support, sales and marketing.

Education

Diploma in Hotel and Tourism Management- 2018-2020

Diploma in Hotel and Tourism Management at Bahrain Institute of Hospitality and Retail

High School Certificate – 2013-2016

Aga Khan High School Nairobi

Professional Experience

Prince Events Management Company - Jan 2017- April 2017

Graphic designer

- International Leadership & Coaching Training
- Administrative work
- Handling Internal and External emails
- Designed logos, menus, brochures and handbooks

Obai & Hill PR and Design Agency- July 2019- August 2019

Intern in account management

- Sending internal and external emails
- Meetings with clients
- Social Media Marketing
- Meeting minutes

- Creating marketing strategies and ideas for products

Grove Hotel & Conference Centre-2019-2020

Guest Service Agent

- Assigning guest rooms
- Administrative duties
- Handling guest complains or queries
- Sending internal and external emails
- Upselling rooms and cross selling the hotel facilities
- Processing guest's payments

Extra Curricular Activities

Chef Service- Certificate of Attendance Capital Club Bahrain- 2018

Working with celebrity Michelin- starred Chef Alvaro Garrido

St John Ambulance Training- 2014-2017

Safety and Security

Crime Prevention

Awareness and Vigilance

Skills

Social skills

- Good communication skills/interpersonal skills
- Able to work effortlessly with new people as a team
- Socializing and making new acquaintances

Computer skills

- Designing applications (Photoshop, Illustrator and InDesign)

Languages

Swahili	Fluent both in verbal and writing
English	Fluent both in verbal and writing

Interests and Hobbies

Voluntary Work
Travelling
Sports- Soccer and Athletics
Designing

Personal Information

Nationality Kenyan
Date of Birth 2nd March 1998

References

Mr. Khalid Alquod
CEO and founder of Prince Events Management Company
Email khalidalquod@-consultancy.com

Dr. Sheryl Viegas
Program Leader
Bahrain Institute of Hospitality and Retail
Email: sheryl.viegas@bihr.com.bh

Mr. Nigel Viegas

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Ms. Noor Benshams

Account Manager

Obai& Hill PR and Design Agency

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Mr. Mina Atito

Front Office Manager

Grove Hotel & Conference center

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