

409 YUKON AVE.
EERSTERUST
PRETORIA
0022
PHONE (+27)76 639 7969 • E-MAIL:
OLIVER_CHANTELL@YAHOO.CO.UK
DRIVERS LICENSE: YES



CHANTELL OLIVER

EDUCATION

Jan to Dec 2003 Menlo Park High School Pretoria (South Africa)

Metric Certificate/ O Levels

- Afrikaans
- English
- Geography
- Economics
- Computer science
- Mathematics

2001-2003 Damelin College Pretoria(South Africa)

PC Skills

- Microsoft Word – Word Processing
- Excel – Database Management
- Access – Spreadsheet Application
- Internet
- E-mail

2005 Training (United Kingdom)

- Four day SITO training programme
- Telecommunication skills
- Sales training

2006- 2007 Midlands Academy of Business & Technology Leicester
United Kingdom

ABE course (PASSED FIRST YEAR)/ A Levels

Business Management

- Introduction to Business (C)
- Accounting (C)
- Business Communications (B)

- Quantitative Methods (A)

LANGUAGES

Fully Bilingual in Afrikaans & English

WORK EXPERIENCE

Jan 2009 till May 2010 – Zuma Restaurant

Reservation Agent /Event Coordinator

Zuma Club, LLC

www.zumarestaurant.com/dubai

Gate Village 06

DIFC

PO Box 506620

Dubai, UAE

(00971) 4425 5660

Reservation Agent (Events Coordinator):

To support the seamless running of the reception and reservations department by providing the highest standards of customer care at all times.

- Objective; Branding, to answer reservation telephones from queuing, as quickly as possible and supply customers with requested information.
- Exceeding customers expectations – Customer service agent
- Control reservations in order to maximize the number of covers.
- Programmes used: Confident with Qaudro Net and Tissl.
- Reconciling and updating the database.
- Processing all telephone reservations enquiries, and place new reservation details onto the system.
- In charge of reservation duties: Training manuals: SOP (Standard Of Practice), revenue management, cover analysis reports, stationary requirements, organizing group/large functions, drink parties, company launches and organising the production and set up of outside company functions. Sent out event calendar to internal management.
- Organizing menu's for events and large group parties.
- My job is a very customer focussed role and the restaurant is very busy.

Aug 2005 to Oct 2008 - VSG (Vision Security Group)

Security Controller Shift Supervisor

VSG

www.vsg.co.uk

650 Pavilion Drive

Northampton Business Park

Brackmills, Northampton

NN4 7SL

United Kingdom
(0044) 1604 744 000

Security Controller Shift Supervisor:

- Objective; In charge of handling the security at places such as retail stores, banks, government buildings and other public facilities. Also to make sure the premises are safe and that everyone on the premises has a legal right to be there.
- My primary role was to protect the lives or property of our clients, and preventing or dealing with theft and or vandalism.
- Reporting incidents and/or accidents to area managers
- Able to handle any threatening situation.
- Common sense and good judgement
- In charge of rostering security officers for work and to make sure they are on duty as and when they should be.
- Computer Programme: Confident with Role Call and View Call.

March to Aug 2005 – IPSL Bank (Intelligent Processing Solutions Ltd)

Data Capturer

IPSL www.onlinebankfinder.co.uk
Blaise Pascal House
100 Pavilion Drive
Brackmills, Northampton
NN4 7 YP
United Kingdom
(0044) 1604 665 100

Data Capturer& sorting of bank cheques:

- Inputting customer cheques information into system and sort from bank to bank
- Banks involved: Barclays, Bank of Scotland, HSBC, Loyds TSB and all other England and Ireland banks.
- Preventing and reporting any fraud cheques.
- An eye to detail

Jan to Feb 2005 – Travelling around England

Sep to Dec 2004 – Morrisons Supermarket

Retail Assistant Manager

Morrisons www.morrisons.co.uk
26 Victoria Parade
Northampton
NN1 1HB

United Kingdom
(0044) 1604 239 92

Retail Assistant Manager :

- Responsible for ensuring that products appear in the right store at the appropriate time and in the correct quantities.
- Also to ensure that all the products are packed on the shelves to be ready for next day's sale.

July to Sep 2004 – Travelling and exploring United Kingdom

Jan to July 2004 – Arranging relocation to England

ABOUT ME

I am hardworking , highly organised, energetic and fun. I love people, building relationships, trying new things and learning. My aim is to always work in a challenging role.

I believe I have the expertise to be a valuable asset to your company.

REFERENCES

Available on request