

VIOLET NDUNGU

VA / PA / EA / SOCIAL MEDIA MANAGER / MARKETING MANAGER



Dubai, UAE



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COMPUTER SYSTEMS & PROGRAMS

- Outlook
- Microsoft Office (Word, Excel, PowerPoint)
- iWork (Keynote, Numbers, Pages)
- Adobe
- Agorapulse
- Clideo
- Wordpress
- Various DTCM Portals
- Revinate
- Protel Hotel system
- Opera Hotel System
- FIDELIO Front Office V6 (6.20)
- CheckEAM & CheckSCM (Purchasing and store request system)
- Micros POS system
- AVAYA Soft Console (Telephone Operator System)
- Ramco HR & Payroll software

Highly talented, self-motivated, and multi-skilled Administrative Professional with over 20 years of progressive experience assisting Senior Level Management. I have broad experience in Sales & Marketing Administration, Hotel Operations, Social Media Management and currently enhancing my transferrable skills and learning new ones in the Media Production.

WORK EXPERIENCE

Filmquip Media Jul 2021 - Present

MARKETING EXECUTIVE - FREELANCE

- Creating social media posts and managing the social media channels.
- Website content Update

Filmworks Group Feb 2022 - May 2022 Dubai

PRODUCTION TRAINEE

- Preparing Proposals and Presentation for the producers
- Updating the project status
- Production prep for PPMs
- Crew Pencilling
- Onset coordination with the cast, makeup and wardrobe

Project: Expo 2020 | A Dream to Reality

Role: Production Trainee / Cast

Filmworks Group Jan 2021 - May 2022 Dubai

SENIOR MARKETING EXECUTIVE

- Research and building of database relevant to the industry.
- Creating social media posts and managing the social media channels.
- Developing the marketing brand guidelines.

LINKS

Linkedin:

<http://www.linkedin.com/in/violet-nungu-00b0a2127/>

DRIVING LICENSE

Driving license category

Light Vehicles

SKILLS

- Email and Outlook
 - Problem resolution
 - Data entry and analysis
 - Business operations
 - Time management skills
 - Multi-Task Management
 - Excellent communication
 - Team management
 - Budgeting
 - Project organization
 - Contract negotiation/review/drafting
 - Team building
 - File/records maintenance
 - Report writing
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ACHIEVEMENTS

JA RESORTS & HOTELS

Dubai

JA Resorts & Hotels

May 2017 - Jul 2020
Dubai

- Creating and Formating company templates
- Competitor analysis.

PERSONAL ASSISTANT TO VICE PRESIDENT SALES & MARKETING

Administrative

- International and Domestic travel arrangements (visas, flights & accommodation).
- Complex diary management and scheduling both internal and external meetings for the VP and multiple senior Directors.
- Participating in departmental meetings.
- Taking meeting notes and tracking the meeting follow-ups.
- Ensuring that all inquiries both external and internal are actioned as per the company policy.

Financial

- Preparing and tracking all contracts for International Sales and PR offices and updating them when required.
- Preparing purchase requests and LPOs.
- Handling all S & M payments (e.g. Sponsorship, annual representation fees from various companies) and liaising with the finance department to ensure that payments are promptly done.
- Verifying and processing all expense requests from international sales representation offices.
- Tracking various campaigns and preparing reports on performance analysis as per the company requirement.

Project Management

- Tracking high-priority initiatives and identifying any obstacles.
- Communicating project status to the Directors and other team members as necessary.
- Acting as a liaison between teams/ departments that are working on the same project.
- Compiling the statistics from different project teams and updating the VP and Directors.

Strategic Initiatives

- Slashed down collateral printing costs by approximately 30% through negotiation with the supplier while maintaining the quality.
- Orchestrated successful conferences including associated travel, facilities, and support services.
- Effective management of the allocation and distribution of Omega Dubai Desert Classic tickets to Key business partners for seven consecutive years
- Managed multiple office moves on short notice.
- Promoted team productivity by keeping supplies well organized and stocked.

KEY STRENGTHS

- Quick Learner
- Good communicator
- Event Planning
- Flexible
- Self-motivated
- Team player
- Organised
- Discrete
- Resilient
- Diplomatic
- Accountable
- Strategic thinker

EDUCATION

HOSPITALITY
MANAGEMENT

JA Resorts & Hotels
Mar 2016 - Apr 2017
Dubai

- Keeping track and developing where needed, in conjunction with S&M heads of the department all outstanding S&M SOPs and distributing them to the team.
- Coordinating events including; meeting schedule, trade shows, and exhibitions directly or in conjunction with the specific Tourism Authorities (i.e. ITB, ATM, WTM, LTM, WAA) and ensuring that all the relevant marketing collateral is available.

Human Resources

- Keeping track of all departmental appraisals and preparing the schedule for the commercial Heads of the department.
- Preparing the departmental work schedule, vacation, and business travel plan.
- Monitoring the timesheet/daily attendance for the team.
- Reviewing the organisational structure, identifying gaps, and filling them.

Advisory

- Serving as a trusted advisor and confidant to the VP and Directors.

Relationship Management

- Managing internal and external critical relationships on behalf of the directors.

Gatekeeper

- Determining which meeting to take priority.
- Vetting requests for time and routing requests to the appropriate departments.

Others

- Sending out communications and updates to the contracted Tour Operators and DMCs.
- Preparing and monitoring gift vouchers issued by VPSM and distributing the summary list to the Finance department.
- Maintaining office supplies and equipment.
- Compiling departmental weekly and monthly reports and Adhoc reports as requested.

● PERSONAL ASSISTANT TO THE GROUP
COMMERCIAL DIRECTOR

Alison / Dubai / 2021

HOSPITALITY SALES & SERVICE

Career Training Centre / Nairobi / 1998

LANGUAGES

English



Swahili



Kikuyu



French



JA Resorts & Hotels
Dec 2014 - Feb 2016

● PERSONAL ASSISTANT TO MULTIPLE SALES & MARKETING DIRECTORS

JA Resorts & Hotels
Feb 2013 - Nov 2014
Dubai

● PERSONAL ASSISTANT TO DIRECTOR OF SALES & MARKETING

JA Resorts & Hotels
Sep 2011 - Jan 2013
Dubai

● SENIOR MARKETING COORDINATOR

JA Resorts & Hotels
Mar 2010 - Aug 2011
Dubai

● MARKETING COORDINATOR

Kempinski, MOE
Jan 2008 - Feb 2010
Dubai

● EXECUTIVE FLOOR RECEPTIONIST

Oasis Beach Hotel
May 2004 - Dec 2007
Dubai

● HOSTESS/ GUEST SERVICE AGENT

Fairmont Hotel
Norfolk
Jun 2002 - May 2004
Nairobi

● F&B OPERATIONS PROFESSIONAL

Jacaranda Hotel
Nov 1999 - Jun 2002
Nairobi

● F&B OPERATIONS SPECIALIST

EXTRA-CURRICULAR ACTIVITIES

Jan 2017 - Present
Muranga

● MEMBER OF OLC MUGOIRI GIRLS ALUMNI

Mentoring teenage schoolgirls and supporting those in need.

Sep 2019 - Present
Dubai

● VOLUNTEER MEMBER AT KINGS KIDS

Teaching positive morals and values to young kids and taking care of them while keeping them entertained.

Jan 1994 - Oct 1996
Muranga

● VOLUNTEER MEMBER - CLUB FOR THE POOR

Mentoring less fortunate families and sharing innovative ideas on survival skills.

COURSES

Executrain <i>Jul 2017 - Jul 2017</i>	● EXCEL ADVANCED
JA Resorts & Hotels <i>Jan 2017 - Jan 2017</i>	● GUIDANCE & COUNSELLING
Spearhead Gulf LLC <i>Aug 2013 - Aug 2013</i>	● PERFECT PA COURSE
Chartered Institute of Environmental Health (Wales) <i>Apr 2005 - Apr 2005</i>	● FOOD HYGIENE
Safety & Leisure Training Middle East <i>Jan 2013 - Jan 2013</i>	● PAEDIATRIC FIRST AID TRAINING
Jebel Ali International Hotels <i>Feb 2006 - Feb 2006</i>	● CERTIFICATE IN EXTRA MILE: CUSTOMER EXCELLENCE
Kempinski <i>Jul 2008 - Jul 2008</i>	● ESSENTIAL FRONT OFFICE MASTER TRAINING
Jebel Ali International Hotels <i>Apr 2007 - Apr 2007</i>	● GERMAN LANGUAGE FOR HOSPITALITY - INTERMEDIATE
Lonrho Hotels Kenya <i>Mar 2003 - Mar 2003</i>	● POSITIVE CUSTOMER CARE
Consultants for Effective Training <i>Mar 2002 - Mar 2002</i>	● QUALITY CUSTOMER FOCUS
JA Resorts & Hotels <i>Jun 2018 - Jun 2018</i>	● TIME MANAGEMENT