

# Paulus Chilela

## PROFESSIONAL PROFILE

I would describe myself as a well presented, hard working person who thrives at the chance of learning new skills. I have a mature outlook, excellent communication skills and enjoy working with the public. I always like to get the task I have been given done in a professional and efficient manner and I have proved these skills through my studies at university and work placements. I like to think I am someone who works well alongside others and easy to get along with as I am a sociable person. My work placements have helped me build my confidence as person and which will contribute on carrying any role or position given to me.

## PROFESSIONAL EXPERIENCE

### BRANCH ADMINISTRATOR || NAMIBIA FISH CONSUMPTION || 16 OCT 2018 - PRESENT

Responsible for all sales activities at the Fish Shop. Manages and oversees the staff at the Fish Shop.

#### Key performance areas:

- ❖ Administration, Sales and marketing, Product management, Customer service, People- and performance management

### HEAD OF CONCIERGE (MIDDLE MANAGEMENT) WINDHOEK COUNTRY CLUB RESORTS & CASINO || WINDHOEK || OCT 2015 - 08 OCT 2018

#### Duties and Responsibilities:

- ❖ Handle residents check-in and Check-out procedures in an effective & efficient way, Responsible for assisting in the daily operation & delivering quality service to the residents/ visitors, Supervising the group of five people and training based on their needs, Ensure high level of residents satisfaction by providing prompt and courteous services and establishing friendly rapport with residents and visitors, Co-ordinate with external service providers to meet residents needs

### FRONT OFFICE MANAGER & OPERATIONAL HOTELS CHIK-CHIK/ GROUP CHICOIL S.A || LUANDA || SEPT 2013 - JUNE 2015

#### Duties and Responsibilities:

- ❖ Supervise continuous 7 day/week, 24 hour front office operation, night audit and housekeeping operations and assigned staff, including hiring, training, evaluating performance and scheduling work. Monitor all front office financial operations, including group billing, verifying rates/discounts, daily sales reconciliation, petty cash and room inventory controls

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Drivers License Code: C1 / Code 10

## CONTACT



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Windhoek

## EDUCATION

- ❖ BBA in Logistics || Supply Chain ||  
Open Learning group South Africa||  
2019 – 2020 (In Progress)
- ❖ Higher Certificate || Logistics and  
Supply Chain || Open Learning Group ||  
2016 - 2017
- ❖ Bachelor's Degree ( Honours ) || Travel  
& Tourism || International University of  
Management || 2011-2017
- ❖ Grade 12 (Math & Science) || Rundu  
Senior Secondary School || 2008

## SKILLS

- ❖ PROFESSIONAL
  - ✓ Hotels Operations Management
  - ✓ Administrations Management
  - ✓ Training Management Skills
  - ✓ Tourism Lecturing Subjects
  - ✓ Front Office Management Skills  
and Training
  - ✓ Tours Operators Management  
Skills
  - ✓ Good communications skills
- ❖ TECHNICAL
  - ✓ Microsoft Office Package
  - ✓ Opera Software
  - ✓ Innkeeper Software

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## AWARDS

- ❖ Front Office Operations Certificate || NTA
- ❖ Hilton Brand standard Certificates
- ❖ NQtech Hotels Operations Standard || Windhoek Country Club
- ❖ SCAMX Certificate || Museum Association of Namibia
- ❖ Computer Certificate
- ❖ My Future is my Choice Certificate

## LANGUAGES

- ❖ English ( Fluent )
- ❖ Portuguese (Fluent)
- ❖ Rukwangali (Mother Tongue)
- ❖ Afrikaans ( Fair )

## INTERESTS

- ❖ Reading
- ❖ Coaching & Mentoring
- ❖ Watching soccer
- ❖ Socializing
- ❖ Traveling

## EXPERIENCE

### CONTINUED ...

- ❖ Formulate budgets and prepare monthly revenue/expense forecasts. Maintain customer service/satisfaction standards; handle customer service issues; process refunds in excess. Maintain and operate all computer equipment. Train Hotel Administration students in classes pertaining to Front Office Operations, Laboratories and Hotel Intern positions. Work closely as liaison with internal sales account executive. Perform daily room and property inspections; be responsible for Life-Safety Code compliance. And perform other related duties, as assigned.

### CONCIERGE SUPERVISOR (MIDDLE MANAGEMENT) HILTON HOTEL || WINDHOEK || MAY 2011 - AUG 2013

#### Duties & Responsibilities:

- ❖ Handle residents' check-in and check-out procedures in an effective and efficient way. Responsible for assisting in the daily operation and delivering quality service to the guests / visitors by seeing all activities needed for them to do. Ensure high level of residents' satisfaction by providing prompt and courteous services and establishing friendly rapport with residents and visitors. To solicit and obtain information from guest that will be of assistance in providing personalized service and responding to all guest needs. To actively promote guest use of hotel services and facilities, to develop and maintain comprehensive knowledge local activities, points of interest, and other resources and providing special presentation for group check-in, site visit, and welcoming of all guests VIP etc

### ADMINISTRATION SUPERVISOR (MIDDLE MANAGEMENT) MUSEUM ASSOCIATION OF NAMIBIA || MAY 2010 - JUNE 2010

#### Duties and Responsibilities:

- ❖ Assist with all office work assigned, complete all binding work of books, delivering sponsors letter from different Ministry for support purpose, placing exhibitions for viewing and organising for All school SCAMX competitions

## REFERENCES



Mr Elias Kandjinga  
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Mr Konerlius Shiimi  
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