



# Sina Monajemi

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Toronto, ON M5V

## PROFESSIONAL SUMMARY

Nearly seven years of practical experience wherein I acquired an excellent customer acquisition and communication skills. Seeking a position at The Hunny Pot Cannabis Co. where I can deliver my expertise and innovative hospitality skills.

## LANGUAGES

- Ability to communicate and conduct business in both English and Farsi languages.
- Outstanding communication skills – Ability to convince while maintaining professionalism.

## SKILLS

- Programming
- C++, Java, Java Script, HTML, Oracle Database, Unix
- Leadership
- Organized
- Software Development
- Innovative
- Enthusiasm
- Interpersonal Skills

## WORK HISTORY

### FRONT DESK AGENT/NIGHT AUDITOR

03/2017 to CURRENT

#### Le Germain | Toronto, Ontario

- Promoted local entertainment and sporting events and offered details to assist patrons.
- Swiftly responded to room requests and other inquiries made via establishment website, email or phone.
- Assisted guests by furnishing information and directions to various areas of property including casino, gift shop and dining areas.

### SOFTWARE DEVELOPER

06/2020 to 07/2020

#### Seneca Hackathon | Toronto, Ontario

- Competition held by Seneca College for students to design a software that manages remote digital receipts.

### REGIONAL SALES COORDINATOR

09/2015 to 05/2016

#### Fairmont Hotels and Resorts | Jasper, Alberta

- Assisted [Job title] in development of long-term company strategies to increase profitability.
- Set up appointments with potential and current customers to promote new products and services.
- Utilized various sales techniques to develop relationships with customers and drive sales.
- Fulfilled customer queries over phone, in-person and through email to

provide and maintain highest level of customer care.

**FRONT DESK AGENT /NIGHT MANAGER**

*09/2014 to 09/2015*

**Fairmont Hotels and Resorts | Jasper, Alberta**

- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Protected guest valuables with main safe or in individual boxes to maximize security.
- Calculated billings and posted charges to room accounts, reviewing all charges with guests at checkout.
- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.

**EDUCATION**

**Diploma | Tourism and Hospitality Management**

*08/2014*

**Seneca College of Applied Arts and Technology, North York, ON**

- International Work Experience - South Africa work placement.

**Advance Diploma | Software Developer**

*EXPECTED IN 04/2021*

**Seneca College of Applied Arts and Technology, North York, ON**

**High School Diploma**

*06/2011*

**Holy Heart High School, St. John's NL**