

Contact

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Top Skills

Microsoft Office Package

Communication Skills Written and Verbal

Problem Solving

Time Management

Conflict resolution

Organisation Skills

Customer Service

Teamwork

Interpersonal Skills

Attention to detail.

Calm under pressure.

Knowledge of HRIS, Fourth and ADP.

Knowledge of booking systems, OpenTable and Seven Rooms.

Languages

English (Advanced)

Albanian (Native or Bilingual)

Certifications

- Excel 2016 Essential Training
- Admin & Secretarial Skills
- Level 7 Diploma in HR Management Endorsed Diploma
- CEFR C1 Advanced English Score – British Council – Jul 2020
- CPD Level 3 Award in Admin and Secretarial Skills – Oplex Careers – Jan 2020 - Mar 2020
- Level 7 Diploma in HR Management Endorsed Diploma
- CIPD Level 3 Foundation Certificate in people practice.
- First Aid Training Certificate.
- Diversity and Inclusion Certificate.

Pamela Kreku

HR Assistant at Bill's Restaurant.

HR Assistant at Canary Riverside Plaza Hotel

CIPD Level 3 Certificate in People Practice.

Summary

An organized, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales, and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task, priorities and organize. Highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures coupled with good IT skills and ability to communicate confidently at all levels. A quick learner who can absorb new ideas, as well as organised and an excellent team player, committed and motivated with exceptional client service and decision-making skills. Strong work ethic, professional demeanour, and great initiative with a proven ability to work proactively in a complex and busy office environment.

Education

- London Southeast Colleges – Business Administration
- GCSE (High School Diploma) – Besnik Sykja – Tirana Albania
- London Southeast Colleges – ESOL Skills for Life (verbal and written)

Experience

Human Resources Administrator at Canary Riverside Plaza Hotel

February 2023 – Present

London, England, United Kingdom

- Acting as first point of contact for a range of HR queries, escalating where required.
- Managing processes e.g., maternity, paternity, and flexible working, drafting letters and briefing employees on processes.
- Preparing management reports as required, e.g., absence and employee turnover.
- Working with the People Director and Managers to put in place core strategic processes, such as an effective appraisal system to support employee retention.
- Processing payroll each pay period.
- Assisting with recruitment such as advertising jobs on the recruitment platform and attending interviews.
- Acting as note taker where required.
- Delivering ad hoc projects as requested by the People Director and Managers.
- Acting as administrator for a range of People-focused systems.
- Assisting in the new starter on-boarding process including checking right to work documents and drafting contracts and letters.
- A variety of HR administrative tasks, such as responding to requests for references.
- Conducting file audits and keeping files up to date.
- Coordinating and setting up meetings.
- Administration of staff benefits.

Reservations Administrator at D&D London

October 2022 – February 2023

London, England, United Kingdom

- Respond to guests queries in a timely and accurate way, via phone or email.
- Identify guest needs and help customers use specific features.
- Monitor customer complaints and reach out to provide assistance.

- Follow up with guests to ensure their requests are resolved.
- Inform guests about new features and functionalities.

Human Resources Assistant at Bill's

March 2022 – September 2022

London, England, United Kingdom

- Acting as first point of contact for a range of HR queries, escalating where required.
- Managing processes e.g., maternity, paternity, and flexible working, drafting letters and briefing employees on processes.
- Preparing management reports as required, e.g., absence and employee turnover.
- Working with the People Director and Managers to put in place core strategic processes such as an effective appraisal system to support employee retention.
- Working with the Payroll Manager to ensure the accurate processing of payroll each pay period.
- Acting as note taker where required.
- Delivering ad hoc projects as requested by the People Director and Managers.
- Acting as administrator for a range of People-focused systems.
- Assisting in the new starter on-boarding process including checking right to work documents and drafting contracts and letters.
- A variety of HR administrative tasks, such as responding to requests for references.
- Conducting file audits and keeping files up to date.
- Coordinating and setting up meetings.
- Administration of staff benefits.

Reservations Agent at Bill's

November 2021 – March 2022

London, England, United Kingdom

- Respond to customer queries in a timely and accurate way, via phone, email, or chat.
- Identify customer needs and help customers use specific features.
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers.
- Monitor customer complaints and reach out to provide assistance.
- Share feature requests and effective workarounds with team members.
- Inform customers about new features and functionalities.
- Follow up with customers to ensure their requests are resolved.
- Gather customer feedback and share with our Product, Sales, and Marketing teams.
- Assist in training junior Customer Support Representatives

Receptionist at Haz Restaurant Group

May 2021 – March 2022

London, England, United Kingdom

- Draw up client bookings for tables and ensure that tables are set before client's arrival
- Manage the front desk by receiving incoming calls, greeting, and attending to customers
- Inform guests about the availability of tables and direct them to the tables
- Keep records of guests who visit the restaurant
- Assist customers with answers to queries, and proffer solutions to issues within my capacity
- Collaborate with other restaurant staff and the management to ensure that customer complaints are properly attended to in a timely manner
- Ensure that clients make payment for services before they exit the restaurant
- Keep clear records of payments received and make detailed notes of balance payments
- Check restaurant's emails to respond to them accordingly
- Communicate with other staff, informing them of client's booking, needs and complaints
- Undertake any other reasonable duties necessary to ensure the smooth running of the service.

Receptionist / Supervisor at Knights Enterprise LTD

January 2017 – April 2021

London, England, United Kingdom

- Ensured properties were well maintained and ready for guests' holidays
- Carried out inspections of properties where appropriate
- Helped resolve and negotiate customer complaints to a pleasant resolution.
- Answered enquiries from customers
- Converted enquiries to bookings where possible, managed the administration of relevant correspondence and dealt with payments.
- Assisted with our marketing strategy, providing content and ideas for our website.

Restaurant Server / Customer Service Assistant at Albertini Restaurant

January 2015 – December 2016

London, England, United Kingdom

I maintained high standards of customer service during high-volume, fast-paced operations, communicate clearly and positively with co-workers and management, assisted management with inventory control and stock ordering, built loyal clientele through friendly interactions and consistent appreciation, resolved complaints promptly and professionally and cross-train and coordinated scheduling with team members to ensure seamless service. During my experience I have also mastered point-of-service (POS) computer systems for automated order taking as well as taken initiative to find extra tasks when scheduled duties were completed.