

Donovhan Rajcoomar

Trinidad and Tobago

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Objective

Committed to Quality Service with a modern personalized twist and supporting a competitive business advantage

Key Qualities

Resourceful, realistic, logical, analytical, diplomatic, evaluative, confident, extravert personality, communicative, confidential, emergency and conflict responsive (Land and at Sea)

Personal and Social Characteristics

Proven leadership and mentoring skills, reliable and dependable, manage well under pressure, independent, goal oriented, supportive, group or singular challenges and good humor

Experience

2nd Purser Administration

2 Bar Officer – Anthem of the Seas

Royal Caribbean International

1050 Caribbean Way, Miami, FL 33132-2096 United States of America

September 2015 – Present

- Monitor and manage all guest and crew transactions to and for each revenue center
- Daily and End of Voyage Ledger balancing (Internal and External House Accounts), reconcile, overview and finalize
- Manage and verify all Complimentary House Accounts
- Multiple Daily and End of Voyage Credit Card Submissions, Retrievals and Uploads
- Manage all onboard Guest and Crew Cash, Credit Card and Shore Side Approved Casino and House Accounts
- Daily and End of Voyage collection of the Front Desk, 2nd Purser Payroll's and Crew Payroll Manager's cash, personal cheques, travelers cheques, expense receipts, casino chips, bingo payouts and debit balances
- Front Desk float audits both scheduled and spot checked
- Train and assist the Front Desk team on Financial related procedures and policies
- Create, report, update, charge, post and manage all onboard and shore side generated gratuities
- Reconcile, post and disperse all onboard credits (guest amenities, group, Royal Credit Card rewards and shipboard massive incidental compensation)
- Work closely with the 2nd Purser Payroll, Crew Payroll Manager, Financial Controller, Marketing and Revenue Manager, Retail Sales Manager, Front Desk Manager, Guest Services Manager, Guest Administration Officer, Guest Departure Officer, Group Coordinator and Hotel Director and additionally various shore side support and reporting teams
- Excellent knowledge of Fidelio Opera Cruise – ORACLE | Micros Financial programs, Universal Desktop, Micros POS, Hyperion, AS400, AFG and other related programs used within / associated with Royal Caribbean International
- Excellent knowledge and experience in using Microsoft Word, Microsoft Excel, Microsoft PowerPoint, administering various projects, creating charts, graphs, reports and detailed documentation and presentations; via email, personalized and classroom meeting style (s)
- Knowledge and Experience in the North and South American, Caribbean, European and North African Markets

Assistant Front Desk Manager

2 Bar Officer - Oasis of the Seas

Royal Caribbean International

1050 Caribbean Way, Miami, FL 33132-2096 United States of America

October 2011 – September 2015

- Managing the Guest Services Operation / Front Desk Team
- Effectively manage with the Chief Office Safety / Hotel Management the Guest and Crew Manifest for Emergency PAX and Crew Drills and Evacuations in accordance to United States Coast Guard Regulations, ISM Code, Clause 8.2 and SOLAS Regulations III / 19.3.1 and Royal Caribbean Cruises LTD above and beyond specifications
- Emergency and Conflict Responsive for guest or crew
- Escalated guest and crew resolution
- Managing and balancing Internal or House Accounts (associated with the Front Desk) and per voyage Productivity Reports with Analysis against each revenue / complimentary revenue and non revenue area
- Produce a daily US Dollar Cash float balance and reconciliation audit, additionally balancing an International Cash float against GFC (Global Foreign Currency Exchange – Bank Of America)
- Security and Confidential compliant
- Boarding and Departure processes, and Emergency Medical Evacuation (s)
- CBP (United States Customs and Border Protection) Immigration Procedures and United States Law Enforcement or International Law Enforcement Guidelines – assistance to the Guest Administration Officer in the vessel's Arrival, Clearance and Departure in the US Market and International Destinations per the local Immigration Guidelines and Customs and excellent knowledge of APIS
- Sales and reconciliation of Bermuda Ferry and Buss Passes (voyages to Bermuda)
- Oversee the Guest Services on-board Sales with Beverage, Housekeeping, Room Service and the Communications Teams
- High guest satisfaction disposition while enforcing company procedures and policies with a modern personalized twist
- Compliance with Gold Anchor Standards, SQM, Workplace Safety, USPH guidelines and Save The Waves Program (Royal Caribbean International Policies / United States Public Health Guidelines)
- Work closely with the Guest Administration Officer, Departure Officer, Group Coordinator, Concierges, Front Desk Manager, Guest Services Manager, Financial Controller, Cruise Director, Manager of Hotel Operations, Hotel Maintenance Manager and Hotel Director and additionally various shore side support and reporting teams
- Excellent knowledge of Encore, DBC, A-Pass, Vision - VingCard, POS, Revelations, Lotus Notes 1-2-3, AS400, Universal Desktop and other related programs used within / associated with Royal Caribbean International
- Excellent knowledge and experience in using Microsoft Word, Microsoft Excel, Microsoft PowerPoint, administering various projects, creating charts, graphs, reports and detailed documentation and presentations; via email, personalized and classroom meeting style (s)
- Knowledge and Experience in the North and South American, Caribbean, European and North African Markets

Senior Guest Services Officer

1.5 Bar Officer - Grandeur of the Seas | Mariner of the Seas

Royal Caribbean International

1050 Caribbean Way, Miami, FL 33132-2096 United States of America

October 2009 – October 2011

Guest Services Officer

1 Bar Officer - Monarch of the Seas

Royal Caribbean International

1050 Caribbean Way, Miami, FL 33132-2096 United States of America

October 2007 – October 2009

Audit Manager

Crowne Plaza Hotels and Resorts Trinidad

Wrightson Road, Port Of Spain, Trinidad, Trinidad and Tobago

October 2005 – October 2007

- Managed all credit and debit card terminals: final processing and authorizations, batching, charge and refund submissions
- Directed authorization and folio query and or credit or debit card refunds for the accounting department
- Compiled reports as requested or set by the Chairman: daily income, revenue, tax and year to date reports
- Audited floats, debits, payouts and hotel payments
- Daily management of all banquet and function transactions, service charge, taxes and totals
- Compilation of all daily and monthly income and accounting reports
- Conducted hotel and restaurant audit for Financial Controller and Comptroller as directed
- Managed the hotel's room rates for all groups, airlines, online and over the phone reservations, complimentary, governmental, direct billing, international and seasonal guests
- Created, assigned and authorized house and master accounts
- Producing restaurants and bars daily revenue and sales report
- Posted the telephone system charges
- Supervision of the night audit team
- Guest registration
- Handling cash, certified cheques, credit and debit card transactions, money wires and bank drafts
- Created weekly work schedule
- Work closely with the Rooms Division Manager, Reservations Manager, Financial Controller Banquet and Functions Manager and Manager of Hotel Operations
- Excellent knowledge and experience in using Microsoft Word, Microsoft Excel, Microsoft PowerPoint, administering various projects, creating charts, graphs, reports and detailed documentation and presentations; via email, personalized and classroom meeting style (s)
- Excellent knowledge of Lanmark and Fidelio Opera Hotel and Crowne Plaza related programs

Front Office Supervisor / Audit Specialist

The Normandie Hotel

10 Nook Avenue, St. Ann's, Trinidad, Trinidad and Tobago

June 2005 – October 2005

- Verified all guest relations and hotel daily transactions
- Managed all credit and debit card terminals: final processing and authorizations, batching and charges
- Produced daily income and revenue reports
- Audited managers daily submission reports
- Assigned and categorized room assignments, room rates and bin bucket reviews
- Processed bills, payments and folio transactions
- Performed folio mapping, credit limits, payment methods
- Supervision of front office employees
- Guest registration
- Handled cash, certified cheques, credit and debit card transactions and direct bill payments
- Conducted over the phone reservations and sales
- Provided hotel and guest information and special service requests
- Worked closely with the Front Desk Manager, Reservations Manager and Banquet and Functions Manager
- Excellent knowledge of Medallion and InnTime and The Normandie Hotel's related programs

Subject Matter Expert Supervisor

Direc One International Call Center

Chaguramas Hotel and Convention Center, Petit Bourg, Chaguramas, Trinidad, Trinidad and Tobago

August 2004 – June 2005

- Supervision of the sales team and sales targets
- Managing set targets of Telecommunication Sales: mobile and personal-computer internet packages, mobile TV, unlimited local and long distance plans - with or without contracts, data plans, cellular phones and accessories
- Producing daily production reports to management
- Fraud reporting
- Handled escalated customer calls
- Bill query and resolution management
- Stolen phone cancellation and reporting
- Cellular activation, technical assistance, troubleshooting and programming
- Processed payments: cheque by phone, credit or debit card, assigned direct payment – direct bill payment and bank order
- Worked closely with the Sales and Marketing Manager
- Knowledge and Experience working with the Caribbean and North American Markets

Education

School of Business Science Technology

46 – 50 Picton Street, Port Of Spain, Trinidad, Trinidad and Tobago

Year: 2005 – 2006

- ❖ Sales and Marketing Diploma
- ❖ Computer Technology Diploma
- ❖ Stock and Inventory Management Diploma

St. James Government Secondary School

St. James, Port Of Spain, Trinidad, Trinidad and Tobago.

Year: 2001 – 2003

- ❖ Majors: English Language | Mathematics | Social Studies | Visual Arts
- ❖ Minors: Technical Drawing | Building Technology

Maritime Certification

- ❖ EOS - Conflict Management
EOS Risk Management LTD / Royal Caribbean Cruises LTD
Lombard House, City-Centre, Stoke-on-Trent, ST1 2BB, United Kingdom
- ❖ Mark Murphy Leadership IQ Training
Mark Murphy / Royal Caribbean Cruises LTD
Leadership IQ, 2852 Johnson Ferry Road, Suite 200, Marietta, Georgia, United States of America
- ❖ RCI - Oasis Class Rescue Vessel Training
Specification, Maneuvering, Emergency Response, Communication and Life Boat Crowd Management
Royal Caribbean Cruises LTD / The Bahamas Maritime Authority / The Malta Maritime Authority
- ❖ Security Awareness
Certificate Number: OA-ISPS1T-146051 | Date Of Issue: 12-26-2013 | Date Of Expiration: Unlimited
Royal Caribbean Cruises LTD / The Bahamas Maritime Authority / The Malta Maritime Authority

- ❖ Personnel Nominated To Assist Passengers in Emergency Situation (PAIE)
Certificate Number: MA - 2051 | Date Of Issue: 11-08-2010 | Date Of Expiration: Unlimited
Royal Caribbean Cruises LTD / The Bahamas Maritime Authority / The Malta Maritime Authority
- ❖ Certificate Of Crowd Management (CMAT)
Certificate Number: OA - 32465 | Date Of Issue: 29-07-2015 | Date Of Expiration: 29-07-2020
Royal Caribbean Cruises LTD / The Bahamas Maritime Authority / The Malta Maritime Authority
- ❖ Certificate Of Proficiency - STCW Basic Safety Training (HBST)
Certificate Number: OA-31586 | Date Of Issue: 21-05--2015 | Date Of Expiration: 21-05-2020
Royal Caribbean Cruises LTD / The Bahamas Maritime Authority / The Malta Maritime Authority