



ALBERTINA TAAPOPI NEPANDO

PROFILE

A highly motivated and dedicated travel consultant in the travel & tourism industry. Technically competent with extensive experience of travel booking systems (Galileo & Amadeus), with proven proficiency in all aspect of travel management. The desire to work with pride and enthusiasm has resulted in delivering exceptionally high service standards. An excellent problem solver and multitasker with the tenacity to provide the customer with the best possible travel package and holiday experience.

CONTACT

PHONE:
+264 81 352 4204

EMAIL:
tumkuume@gmail.com

HOBBIES

1. Meeting new people
2. Learning and reading novels
3. Exploring
4. Playing Netball

Core skills

1. Excellent organization skills
2. Customer focused
3. Confident communicator
4. Broad knowledge of the travel industry and customer care
5. Technically competent with extensive experience of travel booking systems

EDUCATION

International Training College Lingua

2015-2017

Advanced Diploma - NQF Level 6 in Travel and Tourism

Andimba Toivo ya Toivo Senior Secondary School

2012-2013

Grade 12 Certificate (Science field)

WORK EXPERIENCE

Etosha Travel and Tours- Travel Consultant

November 2018- Present

Duties: suggesting suitable travel packages, including Air ticketing, accommodation and transportation, supporting colleagues as and when needed, Administrative support, issuing tickets

Etosha Travel and Tours – Internship as a Trainee Travel Consultant

May 2018-October 2018

Duties: Creating flight , accommodation quotations, Working effectively within a team environment, supporting colleagues as and when needed, Email marketing

Oshapama Delivery Solutions - Marketer

April 2016-June 2016

Duties: Conducting research and analyzing data to identify and define audiences, Planning and presenting ideas and strategies, Promotional activities, Signing up people to use Oshapama services

Languages: Strong command in the English language, Oshiwambo (native), and speaks Portuguese Basic as a foreign language

Computer Skills: Worked and trained in Microsoft office package and comfortable with internet. Ability to transfers skills.

References

1. Ms. Tshuma Hope- (Lecturer at International Training College Lingua
Cell: +264 81 408 3279
- 2 Ms. Helena Amakali- (Tour Guide at Gondwana Namib-Desert Lodge)
Cell: +264 81 699 7771



Republic of Namibia

Ministry of Education



Namibia Senior Secondary Certificate (Subject Award)

This is to certify that the candidate named below was awarded the following grade(s) for the subject(s) shown in the examination of October/November 2013.

ALBERTINA T NEPANDO
Date of Birth: 25 June 1995

Subject

First Language Oshindonga
Biology
Mathematics
Physical Science
English as a Second Language
Geography

SUBJECTS RECORDED: SIX

Level

Higher
Ordinary
Ordinary
Ordinary
Ordinary
Ordinary

Grade

3(THREE)
C(c)
C(c)
D(d)
E(e)
E(e)

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Permanent Secretary
Ministry of Education, Namibia

[Handwritten signature of Vice-Chancellor]

Vice-Chancellor
University of Cambridge

in collaboration with

University of Cambridge Local Examinations Syndicate



CAMBRIDGE
International Examinations

Candidate Number: NAQ28/0132
Certificate Number: 133734356



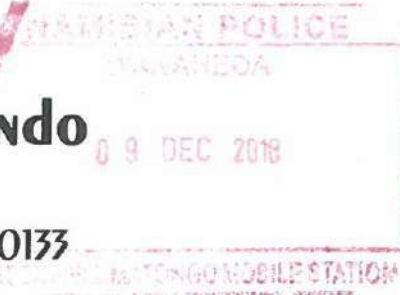
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INTERNATIONAL TRAINING COLLEGE LINGUA

It is HEREBY CERTIFIED THAT

ALBERTINA T Nepando

Identity Number: 95062500133



HAVING COMPLIED WITH THE REQUIREMENTS OF

INTERNATIONAL TRAINING COLLEGE LINGUA

WAS AWARDED THE

DIPLOMA IN

TRAVEL AND TOURISM (NQF LEVEL 6)

AT A CONGREGATION OF INTERNATIONAL TRAINING COLLEGE LINGUA

ON 24 May 2018

DIRECTOR: ACADEMIC AFFAIRS

DIRECTOR: NON ACADEMIC AFFAIRS

MANAGING DIRECTOR

WINDHOEK



DIPLOMA

INTERNATIONAL TRAINING COLLEGE LINGUA

Towards Educational Excellence

Reg. No: D/2014/0535

Accreditation No: 000003



ACADEMIC TRANSCRIPT

Name **Albertina T. Nepando** Number **LCS0015549TT**

Qualification **Diploma in Travel and Tourism Level 6**

Academic Year **2015** Semester **1**

Modules	Marks	Remarks
Tourism Industry 1	84	Distinction
Computer Studies 1	72	Merit
English for Tourism Purposes 1	69	Credit
Ecotourism 1	62	Credit
Marketing 1	80	Distinction
Portuguese	75	Distinction

Academic Year **2015** Semester **2**

Modules	Marks	Remarks
Customer Services 1	82	Distinction
Developing a Visitor Attract.	78	Distinction
Portuguese	76	Distinction
English for Tourism Purposes 1	73	Merit
Reservation & Ticketing	82	Distinction
Tourism Geography 1	65	Credit
Present Tourism Prod.&Service	88	Distinction

Academic Year **2016** Semester **1**

Modules	Marks	Remarks
Tourism Industry 2	83	Distinction
People Development	73	Merit
Business Systems	59	Pass
Marketing 2	90	Distinction

Academic Year **2016** Semester **2**

Modules	Marks	Remarks
Customer Service 2	84	Distinction
Developing a Tourism Dest.	70	Merit
Related Tourism Services	86	Distinction
Tourism Geography 2	87	Distinction
Tour Guiding Skills	90	Distinction

Academic Year **2017** Semester **1**

Modules	Marks	Remarks
Customer Services 3	75	Distinction
Mnqe Operations & Information	91	Distinction
Managing People	86	Distinction

Academic Year **2017** Semester **2**

Modules	Marks	Remarks
Financial Control	95	Distinction
Marketing 3	90	Distinction
Tourism Industry 3	91	Distinction
Tourism Project 1	65	Credit

Grading Scale

0 - 44 = Fail
45 - 49 = Supplementary
50 - 59 = Pass
60 - 69 = Credit
70 - 74 = Merit
75 - 100 = Distinction

Mrs. L. Hartung
Checked/Verified Head of Non-Academic Affairs

Ms. Kawesha
Checked/Verified Head of Examinations

Certificate of Achievement

AMADEUS



This is to certify that

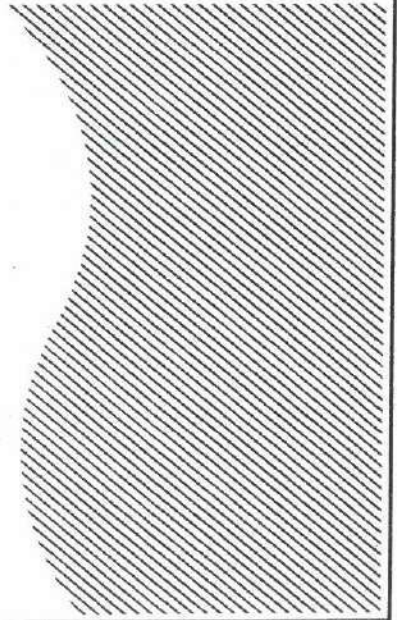
Albertina Nepando

Has successfully completed

a Beginners Course

On

04/06/2018 - 08/06/2018



Jacqui Mc Govern
Training Manager
Amadeus Southern Africa

Certificate of Completion

This is to certify that

Albertina Nepando

has successfully completed

Galileo Core Assessment

Monday, November 12, 2018

Date of Certification



Awarded by **Stephen Shurrock**
Chief Commerical Officer

Certificate of Completion

This is to certify that

Albertina Nepando

has successfully completed

Galileo Expert Course Assessment (Fares and ticketing)

Thursday, November 22, 2018

Date of Certification



Awarded by **Stephen Shurrock**
Chief Commerical Officer

Certificate of Completion

This is to certify that

Albertina Nepando

has successfully completed

Galileo Professional Course Assessment (Hotels, Cars, Client File)

Monday, December 03, 2018

Date of Certification



Awarded by **Stephen Shurrock**
Chief Commerical Officer

04 October 2018

Internship Testimonial

TO WHOM IT MAY CONCERN

This is to testify that **Albertina T. Nepando** has been an Intern at Etosha Travel and Tours from 01 April 2018 until 01 October 2018

During this internship period Albertina's main duties were as follow:

- Determining clients' needs and suggesting suitable travel packages
- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Working effectively within a team environment, supporting colleagues as and when needed
- Administrative support; issuing ticket and e-tickets, issuing refunds, miscellaneous charge orders, dealing with invoices
- Supplying travellers with pertinent information and useful travel/holiday materials

We are very pleased with the outstanding service attitude demonstrated by Albertina. She is very hard working, dedicated to her work, able to work under pressure without much supervision. She is a very responsible and reliable person.

I strongly recommend Ms Albertina T Nepando to any potential employer

Yours Sincerely,

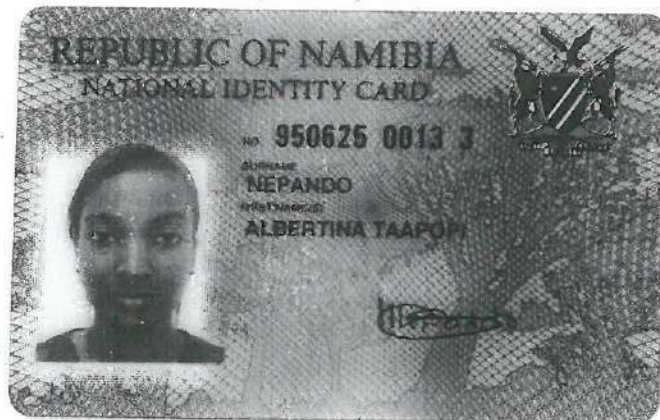


Paulinus Amwele Elago

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Travel Consultant Manager

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