

Curriculum Vitae

Name: Jonah Prince Smith

Gender: Male

Address: Via Toscana 2,1, Guglionesi 86034 Italy

Email: princejonah16@gmail.com

Phone: +393791754930

• Professional Summary:

Motivated and organized Administrator with over 10 years of experience in efficiently managing administrative tasks. Proven expertise in organizing documents, scheduling meetings, and coordinating resources to ensure an efficient work environment. Skilled in maintaining a high standard of accuracy and confidentiality. Proficient in using computer systems and Office software to optimize management processes. Excellent communication skills and multitasking abilities. Currently seeking an opportunity to apply and further develop my skills, looking for a dynamic work environment where I can contribute with my organizational and coordination precision. Open to roles that offer challenging tasks and opportunities for professional growth.

Professional Experience:

Hotel Administrator-Hotel Lumia

As a hotel Administrator I was responsible for overseeing the day-to-day operations of a hotel, ensuring smooth functioning across all departments to provide an exceptional guest experience. I manage staff, coordinate services, and ensure that the hotel meets its financial goals while maintaining high standards of customer service.

Administrative Management:

Supervise front desk operations, ensuring that check-ins, check-outs, and guest inquiries are managed efficiently.

Maintain accurate records of bookings, guest preferences, and feedback.

Develop and implement office and hotel procedures to improve efficiency.

Staff Management:

Supervise hotel administrative staff, including scheduling, training, and performance management.

Organize staff meetings, ensure proper communication, and monitor team performance.

Financial Oversight:

Monitor and manage hotel expenditures and financial records.

Assist in the preparation of the hotel's budget, and track expenses to ensure cost-efficiency.

Guest Services:

Address guest complaints and provide solutions in a timely and professional manner.

Ensure high levels of guest satisfaction through regular feedback and service improvements.

Coordination and Reporting:

Prepare and submit regular reports on hotel operations, staff performance, and guest satisfaction to management.

Collaborate with other department heads to ensure a seamless guest experience.

Compliance and Regulations:

Ensure the hotel complies with all legal, health, and safety regulations.

Manage administrative procedures for licenses, permits, and certifications.

Marketing Officer & Data Collector Teleperformance-Italy January 5,2024 to June 30, 2024.

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Administrator - Hotel Santa Lucia, Italy, Termoli - January 3, 2022, December 31,2022

Daily management of office operations, reservations, coordination of check-ins and check-outs, staff supervision, ensuring guest satisfaction, handling customer complaints, financial recording, and overseeing various hotel operations.

Optimization of administrative processes, achieving measurable results.

Coordination of meetings and expense reports for team members.

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Production Manager - SEM ITALY, Termoli - January 5, 2020, to December 20,2022

Collaborated in organizing and assessing project requirements and resources, successfully managing the production program and assets on the production line.

Responded to requests and resolved issues for 100 clients, maintaining a high satisfaction rate.

Implemented a digital storage system, significantly reducing document retrieval times.

Collaborated with cross-functional teams to achieve specific collaboration goals.

Responsible for technical management, supervision, and control of industrial production processes.

Supervised production processes and company budgets.

Supervise and manage production teams, ensuring that work is completed efficiently and safely.

Hire, train, and mentor production workers to ensure they have the necessary skills and knowledge to perform their roles.

Conduct performance reviews and provide guidance and support for staff development.

Enforce workplace safety protocols and ensure compliance with health and safety regulations.

Ensure products meet the company's quality standards and regulatory requirements.

Develop and implement quality control procedures to monitor product consistency and prevent defects.

Investigate and address any product quality issues, working closely with the quality assurance team to find solutions

Administrator/Operations Manager - Doing Now Sporting Academy, 01/2017-2020 (Beijing, China)

Created a curriculum system, organized and conducted teaching exercises, assisted in the creation of instructional videos.

Taught and trained Chinese coaches to deliver presentations to all coaches.

Hired all foreign coaches and facilitated obtaining work permits in China.

Managed all administrative activities in the Beijing branch.

Organize and maintain physical and digital filing systems, ensuring documents are easily accessible and secure.

Prepare, format, and proofread documents, reports, and presentations.

Handle incoming and outgoing correspondence, including emails, letters, and packages.

Maintain confidential and sensitive information securely.

Manage calendars and schedules for executives, staff, or teams, including organizing appointments, meetings, and travel arrangements.

Coordinate internal and external meetings, conferences, and events, ensuring all logistics are handled.

Send reminders for appointments, deadlines, and events.

Serve as a point of contact for employees, clients, and visitors, responding to inquiries and providing assistance.

Communicate effectively with internal teams, departments, and external stakeholders.

Relay information between management and staff, ensuring all parties are informed.

Handle customer service issues, ensuring client satisfaction and resolving any concerns

Administrator - IBIS Liberia, April 2015 - July 31, 2017 (Monrovia, Liberia)

Office reception and management.

Coordination of travel and accommodations.

Facility management.

Liaison with the government.

Processing work permits and residence permits.

Receiving purchase orders and related follow-ups.

Maintaining coordination between different departments for order processing in collaboration with the supply team.

Assist with basic financial tasks, such as processing invoices, managing petty cash, and tracking expenses.

Support the accounts team with administrative tasks like filing receipts, updating financial records, or preparing financial reports.

Assist with budget tracking and ensuring expenses stay within approved limits.

Administrator - Project Management Services, January 2014 – March 2015 (Monrovia, Liberia)

Monitoring and evaluating employee performance daily.

Assign tasks to employees.

Coordinating meetings and drafting minutes.

Paying employees' taxes to NASSCORP.

Supervising assigned tasks to employees.

Updating the staff database (vacations, overtime, job changes).

Preparing contracts for suppliers and daily hires.

Managing the update of personnel files to avoid document loss.

Assist the HR department with recruitment efforts, including scheduling interviews, processing applications, and onboarding new employees.

Help maintain employee records, including attendance, performance, and personal information.

Support staff with general inquiries regarding policies, procedures, or benefits.

Assist in organizing and managing projects, tracking deadlines, and ensuring tasks are completed on time.

Support project managers by maintaining project schedules, updating task lists, and communicating project status.

Compile information or documents needed for project reviews and evaluations.

• Education:

- African Methodist Episcopal University, Bachelor's Degree in Business Administration – Monrovia, Liberia – 2013

- Masters Business Management –Beijing Institute of Graphics and Communication – Beijing, China – 2017

General Skills:

- Office management.
- Calendar and appointment planning.
- Archive and document management.
- Communication and interpersonal skills.
- Problem-solving and decision-making.
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Data entry and analysis.
- Time and priority management.

• Certifications:

Hotel Management – Hospitality School Termoli- 01/2021-05/2021

• Spoken Languages:

- English: Native
- Italian: Advanced
- Chinese: Basic