**RESUME**

**EMMANUEL MOSES**

**647-410-8613**

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Open to Relocation

EDUCATION HISTORY

**Redeemer University**

Ancaster, Ontario

BSc. Major: Mathematics

Minor: Philosophy

Graduation Date: May 2020

**Canadian independent college**

Waterloo, ON

2011 January till July 2011

Ontario high school diploma obtained

**Curriculum Courses Completed April 2010 to April 2011:**

Advanced Functions, Physics, English, Calculus, Chemistry, Biology, Literature and Human Patterns

**Hillcrest High school**

Calabar cross rive state

September 2003 to June 2009

West African Examination Council (WAEC) certificate

Summary of Qualification

* Experienced working with Opera, fivestar and visual matrix PMS
* Experienced working with a telephone switchboard
* Experienced in the use of R and Excel for basic data analysis.
* Knowledgeable with Java and Python
* Knowledge of Descriptive and Inferential Statistics
* Self-motivated, hardworking and willingness to learn
* Fluent in English

WORK EXPERIENCE:

**Lead Guest Services Associate/Night Auditor/ Duty Manager**

Delta Hotels by Marriott (July 2019 – August 2020)

Responsibilities:

* Act as Manager on Duty assuming managerial responsibilities including and not limited to:
  + Handling escalated guest concerns
  + Assisting and monitoring the progress of all other hotel staff on duty
  + Monitoring occupancy and availability and updating accordingly on MARSHA
  + Communicating with department managers to maintain order
* Checking guests in and out
* Processing financial transactions involving POS and cash
* Ensuring proper routing of charges and other pre-arrival requests
* Verification of accuracy with respect to daily financial transactions and making adjustments where necessary
* Adjusting excel macros where necessary
* Preparation of pre-accounting reports and documents using the end of the day reports and records from all departments
* Investigating and actioning lost charges and postings errors
* Promoting sales of Marriott reward products such as Marriott bonVoy membership and ‘Make a green choice’ rewards program
* Coordinating activities of all staff including and not limited to housekeepers, servers and bartenders, porters etc.

**Night Auditor/ Guest Services Representative**

Hamilton Plaza Hotel (July 2018 -July 2019)

Responsibilities:

* Creating and adjusting macros in excel spreadsheet in order to fill out a Daily Service Report.
* Running of night audit.
* Completing financial analysis and reconciliation of the hotel’s daily financial transactions.
* Complete late check-in and early checkout as needed by guests.
* Reconciling restaurant income with expenses and sales.
* Daily verification of market inventory quantity and financial transactions.
* Completing financial transactions including cash, POS and online transactions.
* Basic clerical responsibilities such as taking phone calls, recording information as needed, documents filing etc
* Completing floor checks and ensuring the comfort and safety of the hotel guests are not compromised.

**Front Desk Agent / Night Auditor**

Isabella hotel (February 2016 – September 2017)

Responsibilities:

* Completing night audit reconciliation duties.
* Checking hotel guests in and out.
* Making reservations requested through online booking sites, in person and through phone calls.
* Completing monetary transactions made in the form of cash as well as debit and credit card transactions.
* Performing floor checks to ensure guests safety.
* Handling all night shift room service duties.
* Ensuring the cleanliness of the lobby is maintained.
* Preparing breakfast for the in-house guests.
* Ensuring all paperwork involving guest transactions are up to date and accurate, making necessary corrections where it is needed.
* Performing bucket checks of all in-house registration cards.
* Answering all incoming calls both internal and external.

**Home meal replacement clerk**

Loblaw (November 2015 – January 2016)

Responsibilities:

* Taking customer’s order as well as dishing and packaging of the food.
* Preparing meals and restocking of the hot station and fridge.
* Washing dishes as well as cleaning of the service station.
* Packaging of unsold food and assisting other departments and customers when necessary.

**Volunteer sales representative**

Team 360 group

Responsibilities:

* Ticket sales and flyer distribution for various events
* Providing adequate customer Service

**Bike delivery driver**

Uber eats (April 2016 – September 2017)

Responsibilities:

* Receive Meal orders from restaurants and deliver to the customers

**Interest:** Artificial Intelligence, Mathematics, Soccer, Table tennis, Hiking

**References available upon request**