

# Kajol Datwani

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## EDUCATION

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09/2019 – 01/2021	<b>University of Warwick</b> MSc. in Service Management and Design (Distinction)	<b>Coventry, England</b>
10/2017 – 06/2018	<b>Glion Institute of Higher Education</b> MSc. in International Hotel Management	<b>Glion, Switzerland</b>
09/2014 – 07/2017	<b>University of Bristol;</b> BSc. in Economics: 2:1	<b>Bristol, England</b>
08/2006 – 07/2013	<b>Ghana International High School</b> A-Levels: A*A*A B	<b>Accra, Ghana</b>

## PROFESSIONAL EXPERIENCE

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03/2019 – Present	<b>Osarco Trading ****</b> Trading company: Associate director <ul style="list-style-type: none"><li>Organised international client orders</li><li>Liaised with suppliers in 7 different countries to ensure timely shipments, completed transactions and updated inventory</li><li>Generating invoices and appropriate shipping documents</li><li>Procuring new suppliers and generating new leads</li></ul>	<b>Dubai, U.A.E</b>
08/2018 – 02/2019	<b>Arts Hotel (Ritz Carlton)</b> Hotel: Rooms Division <ul style="list-style-type: none"><li>Supervised and trained 8 new interns and cooperated with human resources department to integrate new and more efficient training programs</li><li>Provided regular reports on the hotels performance and suggested improvements for team productivity</li><li>Acquired technical skills using programs such as Opera and Mystique</li><li>Successfully managed customer complaints and turned them into opportunities</li><li>Acted as a concierge, advising guests and enhancing their stay</li><li>Interacted with guests and created memorable experiences whilst working in guest relations department</li></ul>	<b>Barcelona, Spain</b>
07/2017 – 09/2017	<b>Krishnam Dhani-Village Resort</b> Hotel: Front Desk <ul style="list-style-type: none"><li>Took Full responsibility of the front desk and successfully dealt with customer complaints</li><li>Utilised the hotels resources to maximises guests' satisfaction</li><li>Developed the hotel's brand through local news channels</li></ul>	<b>Ajmer, India</b>
04/2015 – 04/2015	<b>Ostec</b> IT company: Finance <ul style="list-style-type: none"><li>Advanced my analytical skills by working with the firm's balance sheets and budgets</li><li>Analysed statistical information and accurately forecasted revenues and profits</li><li>Furthered my communication skills through direct contact with clients and coordination with other departments</li></ul>	<b>Accra, Ghana</b>

## EXTRACURRICULAR ACTIVITIES

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09/2016 – 06/2017	<b>University of Bristol</b> <ul style="list-style-type: none"><li>Course Representative and Peer Mentor</li></ul>	<b>Bristol, England</b>
06/2014 – 09/2014	<b>SOS children's home</b> <ul style="list-style-type: none"><li>Took full responsibility of a class of 30 children, teaching English and Mathematics</li></ul>	<b>Accra, Ghana</b>

## LANGUAGES

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- English (native), French (fluent), Hindi (fluent), Spanish (basic)

## IT SKILLS

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- MS Office, Opera, Mystique/ PMS softwares