



PRISCA JAE MBORI

SALES PROFESSIONAL/CUSTOMER SERVICE

Dubai, United Arab Emirates

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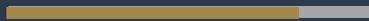
priscajael@yahoo.com

ABOUT ME

Result driven and dynamic professional with experience within Retail and Hospitality industries having performed Sales, Marketing, Customer care, Coordination and Administration functions. Ready to embark in challenging career in progressive organization that offers opportunities for growth and advancement, an independent worker who has the capability to prioritize assigned task and handle it effectively in a professional manner. Possess good communication, interpersonal, coordination and time management skills.

SKILLS

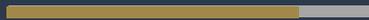
COMMUNICATION



PROPER PLANNING & AMP; EFFECTIVE TIME MANAGEMENT SKILLS



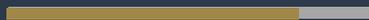
TEAM WORK



STRONG COMMUNICATION SKILLS (VERBAL, LISTENING, WRITING)



INNOVATIVE



PRO-ACTIVE AND RELIABLE



ABLE TO WORK ALONE AND WITHIN A TEAM



WORK EXPERIENCE

DOULETREE BY HILTON DUBAI MSQUARE HOTEL & RESIDENCE

Dubai
July 2022- July 2025

Corporate Sales Manager

- Analyze local market trends and competitor activity to identify new business leads Develop customer accounts and travel within the local area to drive business into the specific hotel/cluster and to increase market/customer share in all revenue streams.
- Negotiate room rates/packages with corporate clients Develop and implement creative local marketing channels, including social media channels Prepare company contracts for the hotel in accordance with current business and pricing conditions Work within current business strategies and recognizing potential opportunities Cooperate with other departments in the hotel to create an exceptional Guest experience and build strong, comprehensive sales programs Attend Sales events, as required Produce accurate and timely reports that meet the needs of the Sales Director and senior management to include the reporting of appointments, calls made and business leads Answer customer queries in a prompt and professional manner

HITON GARDEN IN ALMINA, ALMURAQA BAT & HAMPTON BY HILTON AIRPORT

Dubai
Feb 2018- May 2022

Cluster Sales Manager

- Conducted market analysis to identify trends and monitor competitor activities, leading to the generation of new business opportunities.
- Cultivated customer relationships and expanded market share by strategically traveling within the local area to promote hotel/cluster services.
- Successfully negotiated room rates and packages with corporate clients to optimize revenue streams.
- Implemented innovative local marketing strategies, including the effective use of social media platforms to enhance brand visibility.
- Prepared and managed company contracts in alignment with prevailing business conditions and pricing strategies.
- Collaborated with hotel departments to deliver outstanding guest experiences and develop comprehensive sales programs.
- Represented the hotel at various sales events to strengthen business relationships and network with potential clients.
- Produced detailed and timely reports for the Sales Director and senior management, summarizing appointments, sales activities, and business leads.
- Maintained a high standard of customer service by promptly and professionally responding to customer inquiries.

ROTANA GROUP

Abu Dhabi
Jun 2014- Dec 2017

Sales Executive (Corporate)

- Generate and maintain customers of the corporate segment through various sales activities (face-to-face

IT SKILLS (MS OFFICE, FIDELIO, SAP, OPERA, ONQ QMS)

LANGUAGES

ENGLISH

KISWAHILI

PERSONAL DETAILS

Date of birth

1982-04-13

Nationality

Kenyan

Visa status

Resident - Husband Sponsorship

Marital status

Married

COURSES

**INTERNAL QMS AUDITOR
BASED ON ISO 9001:2008**

**FIRST AID BASIC PLUS
CPR, AED & FIRST AID
FOR ADULTS**

DRIVING LICENSE

Driving license category

Valid UAE Driving License

sales calls, telephone calls, entertainment, site inspections etc.); thus ensure complete coverage of own portfolio of accounts and achieve targets and maximum productivity.

- Formulate and negotiate corporate offers, yearly contracts and any other required business correspondence.
- Closely monitor accounts revenue and business production for the corporate accounts and maintain up to date account & contact database in property management system.
- Have comprehensive and up to date knowledge of all properties' unique selling points, features, amenities, services and policies.
- Update the Hotels on the negotiation progress of every business deal and use the technology available for reports communication and client correspondence.
- Provide feedback to the Director of Sales Corporate on changing market conditions, review direct competition and conduct regular research.
- Participate in any training/development scheme as recommended by the senior management.
- Comply with the hotel environment, health and safety policies and procedures.

AL FUTTAIM MOTORS (TOYOTA)

Dubai

Sep 2013- May 2014

Service/Appointment Receptionist

- Assist walk in customers secure appointments Assist customers with inquiries on phone and book them service appointments To distribute the daily appointments to the appropriate member of staff in a fair and efficient manner.
- To ensure the booking system is kept constantly updated.
- To ensure consistent communication and updates to the service reception on the vehicle status.
- Scheduled to call customers and place gentle reminders on their next service for their cars.
- To update the daily department reports(Maintenance Reminder, Bookings) To ensure all relevant technical trends are communicated to the workshop manager for Processing.
- To ensure the department SOP are adhered to at all times

JA RESORTS & HOTELS

Dubai

Jan 2010- Apr 2013

Hospitality & Events Coordinator

- Prepares quotations/Proposals Prepares Banquet Agreement(Contract) Enters and updates the Banqueting events order in the Fidelio & Protel, SAP system Maintains Banqueting logbooks i.e.
- Outside Catering, In-house Function Ensuring that function sheet and amendment are received by the concerned department Maintains Clients files up to date Maintaining and updating of all training files Consults with the Banquet & Conference Manager for administrative matters Coordinates outside laborers and raised the necessary Labor Request Form and obtain approval prior to hiring Prepares Purchase Requests for function requirements and ensure that the signed copies go to the respective department concerned Conducting Sales show rounds and marketing the hotel product Handling complains and compliments

LANDMARK GROUP OF COMPANIES (SPLASH)

July 2008- Jan 2010

Sales Associate

BARCLAYS BANK LIMITED KENYA

Mombasa, Kenya

May 2007- May 2008

Sales Executive/Customer Advisor

CASTLE ROYAL HOTEL

Mombasa , Kenya
Jan 2007- Mar 2007

● **Sales Executive**

AFRICAN COTTON INDUSTRIES

Mombasa, Kenya
Dec 2001- Dec 2006

● **Promotions/Research Assistant**

- Started as a push girl doing promotions in supermarkets (A One, Best Lady, Uchumi, Nakumatt), promoted to Merchandiser (obtaining & maintaining Displays in outlets for company products & marketing) and Research Assistant and later to a Sales representative.

EDUCATION

UNIVERSITY OF NAIROBI

2027

● **Bachelor's Degree in International Relations**

MOMBASA POLYTECHNIC

2005

● **Diploma in Sales and Marketing (Part 1)**

- Trade subjects covered in Diploma Level: Sales Operations, Marketing Operations, Human & Public Relations, Economics, Commercial Law, Management Information System, Business Statistics, Cost & Financial Accounting

MOMBASA POLYTECHNIC

2002

● **Certificate in Sales and Marketing**

- Trade subjects covered in Certificate Level: Marketing, Selling Skills, Communicate & Report Writing, Law, Book Keeping

STAR OF THE SEA HIGH SCHOOL

2001

● **Secondary Education**

AGA KHAN PRIMARY SCHOOL (MOMBASA)

Mombasa
1996

● **Primary Education**