

GUGU OCTAVIA SIBEKO

SALES & OPERATIONS PROFESSIONAL

ABOUT ME

Throughout my professional journey, I have developed a diverse skill set including leadership, collaboration, diligence, communication, and adaptability. I excel under pressure, contribute positively to team dynamics, and work well autonomously. Committed to professionalism, I actively seek growth opportunities, value innovation, and strive for excellence in my work.

PROFESSIONAL SUMMARY

- Extensive experience in customer facing leadership roles through the tourism industry managing the reservations process and operation, coaching and motivating the team to deliver quality guest service and meeting financial targets. Ensured team adheres to policies and procedures while promoting internal sales and upselling of all-products and facilities. Drove service quality and customer satisfaction hosting all agents and VIP guests visiting our region i.e. Zimbabwe, South Africa, Botswana, Namibia and Mozambique
- Proficient in facilitating productivity framework across a divers portfolio of businesses in the USA though current lead roles in innovative food and skincare manufacturing in start up companies.

EXPERIENCE

PRODUCTION LEAD- RAWR BAR, USA
Current

OPERATIONS LEAD- SKINBEAUTY SOLUTIONS, USA
Current

RESERVATIONS MANAGER - LOVE FOR AFRICA,
VICORIA FALLS ZIMBABWE
2013 to present

ACTING GROUPS MANAGER - WINDERNESS SAFARIS
ZIMBABWE
2011 to 2012

ASSISTANT GROUPS MANAGER- WILDERNESS
SAFARIS
2009 to 2011

TOURS CONSULTANT -WENHAU SAFARIS
ZIMBABWE
2007 to 2010

EDUCATION

**CERTIFICATE IN COMPUTER
APPRECIATION**
2005

**ADVANCED DIPLOMA IN TOURISM
MANAGEMENT AND BUSINESS STUDIES**
- INSTITUTE OF COMMERCIAL
MANAGEMENT(ICM)
2008

CUSTOMER SERVICE CERTIFICATE
2010


MARKETING DIPLOMA
Expected

**BACHELORS IN TRAVEL & TOURISM
MANAGEMENT**
Expected

SKILLS

- Ability to establish authority
- Diligent and cheerful
- Good communication skills
- Can work under pressure
- Team player
- Can work under minimum supervision
- Quick to adapt to new and challenging situations
- Positive attitude and willingness to grow
- High level of professionalism
- Willing to learn new ideas and share ideas with others
- Takes initiatives and accept responsibility

Contact

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