

KELLY O. MENE

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Summary

Sensible Operations Specialist with a passion for business management, administrative operations and sales. Driven, ambitious and dedicated to managing the flow of the workplace and optimizing day-to-day activities.

Skills

- Administration officer
- Project and Business
- Negotiation skills
- Innovation and Creativity
- Sales and Marketing
- Subcontractor
- Data Entry Documentation
- Supervision & Leadership
- Project Management
- Critical Thinking

Experience

08/2023 - Current

Administrator, **Accor Hospitality**, Amsterdam, Amsterdam

- Facilitated successful front desk operations for high-volume hotel.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Completed end-of-day reporting and balanced registers to maintain financial accuracy.
- Enhanced guest satisfaction by answering inquiries about business operations and policies, resolving concerns and developing creative solutions to guest concerns.
- Promoted loyalty by signing customers up for rewards program and encouraged repeat stays through exceptional service.

01/2023 - 05/2023

Sales Representative, **Dirk**, Amsterdam, Netherlands

- Performed administrative tasks, document management and report development for inter-departmental use
- Fulfillment of organizational objectives
- Oversee bakery activities
- Developed key customer relationships to increase sales.

11/2022 - 01/2023

Process Assistant, **Picnic | Zaandam**, Zaandam

- Communicated with management, line workers, engineering and customers to understand process improvement areas and collaborate for solutions
- Advised and assisted specific staff members to support understanding of changes and implementation of streamlined processes.

09/2022 - 11/2022

Custodian Supervisor, **Sahan Amsterdam**, Amsterdam

- Checked and stocked inventory throughout facility to meet expected demands
- Helped team members use supplies efficiently to achieve department objectives and reduce waste

- Sanitized and cleaned sinks, mirrors, toilets and showers.

12/2020 - 08/2022

CEO/Manager, **K.Mene Oil And Gas Services Limited**

- Supervise and coordinate contract personnel for daily oil and gas operations
- Stake locations, bid on contracts and review and award bids
- Extensive field experience
- Built and maintained healthy relationships with key partners to ensure the actualization of projects
- Managed business development
- Roadmaps to add uniqueness and innovation to company success.

06/2018 - 11/2020

Founder/CEO, **K.Mene Foundation**

- Provided relief materials for young children and teenage girls
- Outreaches to orphanages and shelter homes
- Worked alongside other executive members to provide premium information about the Covid19 pandemic to the public

Education And Training

09/2023

Master Of Research, Digital Technology/Design Thinking
HVA (Digital Society School), Amsterdam

09/2022

Bachelor Of Science, computer science
The West African Union University, Benin

12/2014

Diploma, computer science
Delta State Polytechnic, Nigeria

Accomplishments

- <https://kmeneservicesltd.com/>
- PCI DSS eModule Certificate
- Consistently maintained high customer satisfaction ratings.

Languages

English: First Language

Dutch:

A1

Beginner