

Mihla Prudence Nkosi

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Summary

I am a passionate and motivated individual with Diplomas in Public Relations, Tourism, Social Media Strategy and Communication skills as well as certifications in Advanced Copywriting, Microsoft excel, PowerPoint, Word, Retail Operations and Caregiving Skills. As a creative model, I have honed my ability to connect with diverse audiences, represent brands with professionalism, and bring ideas to life visually. In addition, I am a writer, creating my work across multiple forms, including articles, fiction, poetry, creative and content writing. My writing has equipped me with the ability to craft compelling narratives and deliver messages that resonate with the target audience. While I don't have direct work experience, my education and creative background has given me the skills to communicate effectively, strategize innovatively and contribute to companies' growth. My career goal is to build a career in Public Relations, Marketing, Social Media, Writer or Modelling, where I can combine my qualifications, modelling expertise, and writing skills to support innovative campaigns, strengthen brand presence and connect with audience on a deeper level. NB My adaptability, creative vision, fresh perspective, audience connection and willingness to learn uniquely position me to help a company to achieve its goals and drive revenue growth.

SKILLS

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| <ul style="list-style-type: none">• Crisis Management• Media Relation• Content Creation• Customer Service | <ul style="list-style-type: none">• Event Coordinationg• Content Strategy• Brand Advocacy• Conflict Resolution | <ul style="list-style-type: none">• Persuasive Writing• SEO Writing• Presentation Creation• Point of Sale |
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EDUCATION

Graduated 11/2022 Matric **Certificate**, Brakpan High School

Graduated 06/2024 Diploma in Tourism, Ekurhuleni East Tvet College

Graduated(All above mention qualifications except Diploma in tourism, upskilled my knowledge and skills) Alison (online)

EXPERIENCE

04/2024 – 05/2024 **Cross Departmental Support Staff, Mannah Executive Hotel and Conference Lodge**

Duties

- **Managed** guest services, ensuring guest satisfaction by addressing inquiries and resolving issues.
- **Coordinated** events and conference, ensuring smooth operations and timely execution of logistics, supporting seamless operations.
- **Organised** bookings and reservations, maximizing occupancy and streamlining administrative processes and also optimizing occupancy and efficiency.
- **Assisted** with day-to-day operations across various departments, adapting to different roles, supporting team work and maintaining a clean and welcoming environment for guests.
- **Resolve** guest issues, providing exceptional customer care and support.
- **Communicated** effectively with team members to meet guest expectations.
- **Maintained** a clean, welcoming and safe environment for guests, ensuring a positive experience throughout their stay.
- **Collaborated** with team members to meet guest expectations, promoting effective communication and teamwork.

