

Taiena Diana Ene



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Napier

KEY SKILLS

Front Office Operations
Design
Reservations
Receptionist Duties
Care Planning
Compassion
Data Entry
Crisis Management
Quality Control
Trend Analysis
Inventory
Leadership
Customer Service

EDUCATION

Diploma

Applied Business Travel and Tourism
Eastern Institute of Technology

PERSONAL STATEMENT

As a recent graduate with a Diploma in Travel and Tourism and Applied Business, my diverse background includes experience in hospitality, caregiving for individuals with disabilities, debt collection, and security. I possess a strong skill set encompassing customer service, problem-solving, communication, and adaptability, making me a versatile candidate ready to excel in various roles.

WORK EXPERIENCE

Footwear Designer - *Alive Shoes* | 2023 - ongoing

- Independently designed Italian-made shoes using Aliveshoes platform and 3D modelling software for precise design.
- Proficient in materials selection, including leather, synthetics, and textiles, considering their properties and applications.
- Implemented rigorous quality control and assurance measures to meet industry standards.
- Conducted in-depth market research and trend analysis to create designs aligned with consumer preferences.
- Managed inventory effectively to ensure the availability of designed shoes.

Credit Controller - *EC Credit Control (NZ) Ltd* | 2018

- Proficient in debt collection procedures
- Provided exceptional customer service during debt collection interactions
- Demonstrated active listening skills
- Effective communication with debtors and clients
- Adapted flexibly to diverse debt collection scenarios
- Applied problem-solving skills to resolve collection challenges

Support Worker - *Hōhepa* | 2009

- Caregiver for individuals with disabilities
- Exceptional listening skills to understand their needs
- Clear and compassionate communication with clients
- Managed physically demanding tasks with care and proficiency
- Maintained a friendly and supportive demeanour at all times

Food And Beverage Supervisor and Duty Manager

Scenic Hotel Group | 2010 - 2017

- Held a leadership role overseeing staff
- Receptionist and reservations task
- Led staff effectively in various Supervisor roles.
- Provided exceptional customer service, ensuring high customer satisfaction and loyalty.