

TOUFIEQA DANIELS

CONTACT

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PROFILE SUMMARY

To secure a fulfilling position at a reputable company where I can leverage my extensive knowledge and experience, contributing to both professional and organizational growth.

EDUCATION

HIGH SCHOOL SENIOR CERTIFICATE

- Aloe High, Cape Town, South Africa.

WORK EXPERIENCE

Ethical Travel

DEC 2024- MAR
2025

Sales Agent

- Identified and pursued new sales opportunities through cold calling, social media, and networking.
- Built and maintained strong client relationships to ensure repeat business and customer satisfaction.
- Delivered persuasive product presentations tailored to client needs, resulting in increased conversion rates.

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

Dubai World Cup

November 2022 –
February 2024

Hostess

- Welcoming guests to the venue Providing accurate wait times and monitoring waiting lists Managing reservations Provide accurate wait times and monitor waiting lists Manage reservations Escort customers to assigned dining or bar areas Greet customers upon their departure Coordinate with wait staff about available seating options Cater to guests who require extra attention (e.g. children, elderly) Answer incoming calls and address customers' queries

Al Tayerstocks (Al Tayer Group)

October 2018 –
December 2018

Admin Assistant (Secretary)

- Duties & responsibilities
- Arrange travel itineraries for managers, including ticket reservations, hotel bookings, and appointments with overseas clients.
- Provide support to other department members by sending official

LANGUAGES

- English: Fluent
- Africans: Native

WORK EXPERIENCE

Hong Kong Trade Development Centre

MAY 2018 – JUNE 2018

Tele Sales

- Manage outbound calls to clients, customers, or partners, initiating contact to
- provide information, follow up on inquiries, or conduct surveys.
- Handle inbound calls, responding to customer inquiries, resolving issues, and
- providing detailed information about products or services.
- Ensure all calls are conducted professionally and efficiently, maintaining a high
- standard of customer service and satisfaction.

Danway Interiors Department

AUGUST 2013 – FEBRUARY 2015

Division Coordinator

- Coordinate day-to-day operations for an assigned division, managing accounting, administrative support, technical, and programmatic services.
- Assign and review work activities and projects; meet with staff to resolve issues;
- recommend and implement workflow and procedural improvements.
- Assist management by collecting and analyzing information; prepare reports with data interpretation and recommendations.

Mövenpick Hotel & Resorts (Dubai)

AUGUST 2010 – JULY 2013

Guest Service Agent

- Operate a busy Arc Console, managing external and internal calls.
- Oversee the Guest Service Center, handling daily communications, faxes, emails,
- coordinating with courier services, and managing incoming/outgoing mail and
- documents.
- Manage restaurant reservations using ResPak and address guest requests and
- complaints through Guest Ware.
- Handle all guest requests and print Competitive Set reports from Opera.
- Serve as the Business Center receptionist

COURSES

Continuum Negotiating by the Keystone Group (Reg. CK2003/057223/23)

South Africa

Time Management by the Keystone Group South Africa

DRIVER'S LICENSES

DRIVER'S LICENSES UAE Driver's License and South Africa Driver's License