

# Luisa Waqa



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## OBJECTIVE

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

## EDUCATION

**The University of the South Pacific**  
**Bachelor of Commerce in Hotel Management**  
**2014-2017.**

**Degree in Hotel Management.**

**Lelean Memorial School**  
**Form 3 – 7**  
**2009-2013**

### Special Awards

- **2008: Oratory Contest Winner (Suva Area)**  
**: Leadership Award**
- **2009: First Prize Getter (Form 3)**
- **2011: First Prize Getter (Form 5)**
- **2012: First Prize Getter (Form 6)**
- **2016: Employee of the Month of November, at**  
**InterContinental Fiji Golf Resort & Spa.**

## EMPLOYMENT: November 9<sup>th</sup> 2021

### InterContinental Fiji Golf Resort & Spa

#### Human Resources Assistant (Reliever)

- Assisted in the Massive Recruitment (Re-opening of the Resort)
- Reference Checks
- Preparing of Contracts
- Filing and administrative work

September 03<sup>rd</sup> -  
November 8<sup>th</sup> 2021

## Pacific Centrecom – Suva

### Position:

### Customer Services Consultant

- MOH Helpline
- TKW Research Group (Australia Customer Services)
- Digital Fiji (I.T Department) – Customer Service, end of day and month end reporting

January 20<sup>th</sup> – July 24<sup>th</sup>  
2020

## InterContinental Fiji Golf Resort & Spa

### Position:

### Marketing Coordinator

- Implements marketing and advertising campaigns by assembling and analysing sales forecast.
- Preparing marketing and advertising strategies, plans and objectives
- Marketing stunts , media famil, photos and film shooting
- E-commerce: Social media updates: Facebook, Instagram, Twitter, Website, LinkedIn, YouTube

### Projects

- 3 Video Shoots – Golf, Activities and Weddings at the Intercontinental Fiji Golf Resort & Spa.  
Golf Video - <https://www.youtube.com/watch?v=xxz5BgtRFcQ>  
Weddings & Activities - <https://www.instagram.com/tv/CAv2vcyFFSb/>

April 2019 – January 17<sup>th</sup>  
2020

## Hilton Fiji Beach Resort & Spa

### Position:

### Business Development Coordinator

- Support CCD, Cluster C&E Sales Manager and Cluster MarComm Manager with general administrative tasks on a daily basis.
- Support project admin task across the entire scope of Business Development.
- Own and drive general administrative tasks including but not limited to, management of team payroll software, gift vouchers, complimentary room forms, and purchasing orders
- Sales; Writing up famil notifications and responding to customer queries.
- Marketing; Assist and support with marketing stunts, media famil, photo and film shooting, merchandise and other media activities.
- E-Commerce; Social Media updates for both properties - Hilton Fiji and Double Tree Resort by Hilton Fiji.
- Coordination and arrangement of departmental meetings and briefings.
- Cruise Ship management-liaise with vendor and coordinate accordingly
- Liaise with airline crew to make bookings and coordinate accordingly.
- Addressing all customer pre arrival request through different channels (Expedia, Booking.Com websites and direct emails)
- Running Account Production for the Sales Team and Accrual Report for Finance on Month ends.

**JAPAN TASK-FORCE:**

**Hilton Niseko Village – Hokkaido, Japan**

**December 2018- March 2019**

**Position:**

**Reservations Agent (4 months)**

- Hotel Reservations & Bookings
- Email inquiries

**January 4<sup>th</sup> 2018**

**Hilton Fiji Beach Resort & Spa**

**Customer Relations Agent**

- Addressing Pre-arrivals requests
- Group Bookings
- Social Media Marketing

**2017**

**Final Year Student at USP - BCOM in Hotel Management**

**1 Year Internship:  
2016**

**InterContinental Fiji Golf Resort & Spa**

**Human Resources Trainee**

- Receive incoming telephone calls
- Filing and administrative work.

**Food & Beverage**

- Beverage and Food Runner
- Assisted in Function set ups
- Hostess and Bar assistance
- Kitchen Administration.

**Room Attendant**

- House Keeping coordinator.
- House Maid.

**Training Officer Trainee**

- Assisted the training officer in preparing collaterals for all in house trainings.
- Assisted in Trainings
- Balancing Reports

**Reservations Sales Agent Trainee**

- Assisted with group bookings
- Answered incoming telephone calls
- Scanning emails, checking for updates and urgent matters.

**Weddings & Events Coordinator Trainee**

- Coordinated weddings
- Site Inspection for hotel clients
- Assisted in coordinating events

### **Sales & Marketing Trainee**

- Responding to Trip Advisor reviews
- Posted updates on Social Networking sites.
- Worked on the weekly brochure activities.
- Photography assistance.
- Site Inspection.

### **Front Office Trainee**

- Assisted in Guest Check in and Check out process
- Welcome & Farewell – Porters Desk

## **SKILLS**

**Language** – Speaks Fluent English and Fijian

**Computer Skills** – Microsoft Excel, Microsoft PowerPoint, OPERA, OnQ & OnQPM

- Reliable Team Player
- Hard worker
- Thrive in Challenges – Eager to learn
- Excellent Communication Skills
- Confident
- Adaptable to any working environment.
- Multitasker

## Referees

Mr Rahul Singh	Ms. Irene Edwards	Mr. Hudson Mitchell
Director of Revenue Management	Cluster Marketing & Communications Manager	Director Sales & Marketing
Radisson Blu Resort Fiji	Hilton Fiji Beach Resort & Spa	InterContinental Fiji Golf Resort & Spa
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