

# LAURA STAALLEKKER

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## WORK EXPERIENCE: NEW ZEALAND

**SELF-EMPLOYED since 09/23**

**ASSISTANT MANAGER**, Waipu Cove Apartment Resort

Managing daily operations self-reliant such as reception check in, check out of resort guests, administration of front office such as in charge of bookings and money transactions. Supporting housekeeping and in charge of guest services. Weekly and monthly financial reports to the resort's owner. Coordinating and supporting property maintenance.

**EMPLOYED FROM 12/2020 - 06/2023**

**INSTALLATION & FIELD SERVICE COORDINATOR**, SOLARZERO

Responsible for scheduling field service work and PV solar installations. In charge of organizing scaffolding for new installations. Processing Inhouse Assessments for potential installations.

**EMPLOYED FROM 02/2020 - 10/2020 ON A WORK VISA**

**NIGHT AUDITOR/ RECEPTIONIST**, HOTEL ARMITAGE & CONFERENCE CENTER

Responsible for night shift, in charge of the reports and financials.

**EMPLOYED FROM 11/2019 - 01/2020**

**SEASONAL ORCHARD WORKER**, EASTPAK GROWERS AT HEART

**EMPLOYED FROM 09/2019 – 10/2019**

**DAIRY FARM HELPER**, ASHBURTON

**EMPLOYED FROM 05/2019 – 07/2019**

**ASSISTANT CAMP MANAGER**, TE AROHA HOLIDAY CAMP

I managed an entire holiday park by myself for 4 weeks while the owner was overseas. I was responsible for the front office, welcoming our guests and taking their enquiries. I was in charge of incoming bookings over the phone, per email and taking bookings through online booking systems such as Expedia and Booking.com. Furthermore, I managed the housekeeping team and maintenance of the Holiday Park.

**EMPLOYED FROM 03/2019 – 05/2019**

**WAITRESS, COOK & CLEANER**, COWBOY PARADISE

## WORK EXPERIENCE: GERMANY

EMPLOYED FROM 02/2017 – 12/2018

### SCOUT (EXPERT OF SHIPS EXCURSIONS), AIDA CRUISES

My job included selling excursions and building customer relations, booking and selling the excursions by using the cruise guest management software. To ensure the quality of the ship's excursions ashore, we made regular quality checks and translated the English guided tours into German.

EMPLOYED FROM 07/2011 – 01/2017

### MARKETING ASSISTANT, PHANTASIALAND GMBH & CO. KG

Phantasialand is a big amusement park with approximately 2 million visitors per year. As a member of the marketing team, I was in charge of the customer relations, answering the incoming calls and emails and updating our customers' database.

## APPRENTICESHIP

2008 - 2011

### MANAGEMENT ASSISTANT FOR TOURISM AND LEISURE, ALFRED-MÜLLER-ARMACK VOCATIONAL COLLEGE OF COMMERCE

Overall grade: excellent (92 points)

Grade awarded by the vocational school: good (1,6).

1998 - 2007

### UNIVERSITY-ENTRANCE DIPLOMA, GEORG-BÜCHNER-HIGH SCHOOL

Overall grade: good (2,0).

## QUALIFICATIONS

- Fluent in German, English, Dutch & French
- Highly skilled in customer service
- High administrative skills
- Highly organized working self-sufficient
- Eager to learn new skills
- Strong positive attitude
- High level of Microsoft Office skills
- Vast experience in CLARITY Hospitality Software Solutions, Salesforce, Xero WorkflowMax and OnceHub

## ACTIVITIES

I am a passionate hiker and I love to be out in nature.

References available upon request.