

JAYDEN SOLITRO

London - gisol.gs@gmail.com - 07938177451

Highly motivated, task-driven Executive with over 5 years of office experience and over 2 years of administrative experience. Fluent Italian speaker with extensive knowledge of the travel industry.

EXPERIENCE

Operations & Client Relations Executive (promotion)

Tour Partner Group UK Ltd. (September 2023 – Current)

- Generating bookings on database and requesting services to suppliers
- Checking itineraries and planning all services accordingly
- Handling amendments, cancellations and sending rooming lists
- Dealing with additional client wishes
- Distributing all necessary information and documentation to all partners and suppliers
- Negotiating rates with suppliers and invoicing clients
- Providing 24-hour emergency support
- Margin protection and enhancement
- Liaising with clients in sales support and itinerary development
- Monitoring of shared inbox

Operations Coordinator

Tour Partner Group UK Ltd. (June – September 2023)

- Supporting senior team in crafting itineraries and packages
- Coordinating logistics and booking accommodations, activities and transport
- To be in contact with tour leaders on a regular basis
- Distributing accurate documents to clients
- Monitoring payment conditions with suppliers and ensuring timely payments
- Monitoring of shared inbox

Front Office Coordinator

Park Plaza Westminster Bridge (February – May 2023)

- Supervising revenue as a support to the Reception Team
- Capturing funds
- Initiating legal escalations in case of missing funds
- Updating records outlining pending payments and refunds
- Processing refunds and revenue allowances
- Attending meetings with Finance Team to discuss revenue
- Monitoring of shared inbox
- Conducting room discrepancies, processing no-shows and cancellations
- Staff training
- Lobby hosting

Reception Supervisor (promotion)

Hilton London Metropole (June 2022 – February 2023)

- Delegating tasks to the Reception Team
- Communicating with other departments including Housekeeping and Maintenance
- Dealing with client complaints
- Carrying out one-to-ones with the Reception Team
- Carrying out lateness and absence meetings
- Ensuring the achievement of daily and monthly KPIs

Guest Service Assistant

Hilton London Metropole (June 2022 – February 2023)

- Conducting check-ins and check-outs (individuals and groups)
- Training new colleagues on the fundamentals of the hotel
- Room assignments and upgrades, credit checks and logging maintenance issues
- Attending to client queries via email and over the phone

Liberation Officer

Birkbeck University of London Students' Union (July 2019 – July 2021)

- Successfully running in three University-wide elections

- Write motions to improve student experience
- Attending Committee meetings and annual National Union of Students conferences
- Interviewing candidates for Committee vacancies

Student Reception Assistant

University College London (June – September 2019)

- Attending to guest queries
- Conducting check-ins and check-outs (individuals and groups)
- Receiving and delivering post
- Delegating and inspecting housekeeping duties
- Reporting maintenance issues
- Conducting health & safety and room checks

EDUCATION

Certificate of Higher Education in Mineralogy and Volcanology – Birkbeck University of London (2021)