

# Denice Mhlanga

Goal is to become successful and accomplished in the job I secure by leveraging my sales ,marketing and media experience, public relations skills and customer service techniques, while continuously developing and honoring these attributes for personal and company growth

## Personal

### Name

Denice Mhlanga

### Email

denicepine@outlook.com

### Date

26-06-1993

### Gender

Female

Marital Status

Single

Driving Licence

YES

## Work Experience

### Princess Cruises

#### Assistant Cruise Director

**17 Dec 2022- 11 June 2023 / 24 Aug 2023 -18 February 2024**

Assisted Cruise Director with managing onboard activities and events

Coordinated and hosted events

Managed onboard entertainment team

Ensured safety and security protocols at events

Provided exceptional customer service to guests

Assisted in training and mentoring new staff

Maintained accurate records and reports

Was the Leader in safety drills and emergency procedures

On Board care team member

Medallion Ambassador

Scheduling and Rotation management

### JIT TV

#### Johannesburg South Africa.

- Read Morning and evening news daily
- Presented Sports Show weekly
- Secured guests for the shows and news (over 30 secured)
- Secured sponsorship and sold advertising space on my show.
- Doubled as producer for the my shows
- Processed monthly stipends for all employees



## Personal

### Interests

Cooking

Sports

Gym

Hiking

Site Seeing

Singing

Life Coaching

Speaking

### Languages

English Native

Shona Native

## **EMS Trainer Body 20 Studio, Johannesburg , South Africa**

Body 20 is an Electro Muscle Stimulation Studio (franchise ) where I worked as an EMS Trainer. My duties included personal training (EMS), lead capturing, telesales, deal closing, customer services, but were not limited to front desk duties such as working as a receptionist when I did not have clients, taking calls, filing, report writing, making client bookings and checking emails, cleaning the studio was also a part of my duties.

July 2016-December 2018

July 2021-Feb 2022

## **Amaras Health Spa, Harare Zimbabwe Administrative Assistant and Receptionist**

**Apr 2014- May 2015**

Managed front desk operations including client bookings, petty cash management, daily takings reports and customer inquiries  
Handled client payments  
Marketing of Promotions  
Event planning and coordination  
Management of the director's travel itineraries, diary, emails, meeting bookings and minutes taking, appointments (both work and personal ) school run customer care (guest relations).



## **New World Immigration Harare Immigration Consultant**

Processing and reviewing visa applications and supporting documents.

Conducting interviews with applicants to assess eligibility for visa or immigration benefits.

Providing customer service and guidance to applicants, petitioners, and the general public.

Performing other duties as assigned by supervisors or managers.

## **Black Opal Cosmetics Zimbabwe, Harare Zimbabwe Marketing Assistant and Project Manager**

Developed and implemented marketing strategies to increase brand awareness and sales

Created and curated social media content and coordinated in-store promotions and events

Collaborated with sales team to develop marketing materials and support sales initiatives

Managed marketing budget and resources

Coordinated projects from conception to completion, ensuring timely and within budget delivery

Aug 2012- Apr 2014

## **Grooming & Etiquette Coach and Choreographer Black Opal Cosmetics Zimbabwe ( Black Opal Face of Zimbabwe Models ),**

Was a consultant and a coach for the models that entered the competition. Training the models on grooming and etiquette and choreographed their stage positions and performances.

October 2013-2016

## **Personal Trainer**

Self Employed

Mar 2014 - Present

### **Personal**

### **Interests**

Cooking

Sports

Gym

Hiking

Site Seeing

Singing

Life Coaching

Speaking

### **Languages**

English Native Shona

Native



## Skills

Presenting (TV)  
Voice Over Artiste  
Microsoft word  
Excel Spreadsheets  
Negotiation  
Social Media Management  
Social Media planning  
Public Speaking  
Emotional Intelligence  
Customer Care  
Planning  
Team Work  
Customer Services

## **OTHER EXPERIENCE**

Report writing on assigned areas (sales)  
Managing and supervising sales agents  
Organizing and running sales campaigns  
Training sales team  
Organizing and hosting training sessions  
Event planning  
Project Management

## **EDUCATION AND QUALIFICATIONS**

BCE Diploma In Marketing McMaine School of Computing  
(Business and Computing Examinations), London United  
Kingdom

Personal Training Certificate Trifocus Fitness Academy,  
Johannesburg South Africa

EMS Training Certificate, Body 20 Studios

Ordinary Level (ZIMSEC and Cambridge) St Johns Emeraldhill  
High School, Harare ,Zimbabwe

Advanced Level (ZIMSEC A'LEVEL)

Understanding Human Rights Young African Leaders Initiative  
(online Course), Johannesburg South Africa

Understanding the Rights of Women and Girls Young African  
Leaders Initiative (online Course), Johannesburg South Africa

STCW Certificate