

# Ayanda Mokoena

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## PROFESSIONAL SUMMARY

Results-driven professional with 8 years' hospitality management experience transitioning into project management and operations. Brings strong skills in team leadership, budget management, vendor coordination, and process improvement gained from managing high-volume hotel and events operations. Recently completed a project management short course and PRINCE2 Foundation certification. Seeking a project coordinator or operations management role in Johannesburg.

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## KEY SKILLS

- Project Planning & Coordination
- Budget Management
- Team Leadership (30+ staff)
- Vendor & Supplier Management
- Process Improvement
- Stakeholder Communication
- Microsoft Project & Excel
- Risk Identification
- Event & Operations Logistics
- Quality Control

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## WORK EXPERIENCE

### Operations Manager

Jun 2021 – Dec 2025

*The Maslow Hotel (Sun International), Sandton, Johannesburg*

- Managed daily operations for a 281-room 4-star hotel, overseeing 35 staff across front office, housekeeping, and food & beverage
- Controlled an annual operational budget of R18 million, consistently delivering within 3% of target
- Led a hotel refurbishment project valued at R4.2 million, coordinating 6 contractors and delivering 2 weeks ahead of schedule
- Improved guest satisfaction scores from 78% to 91% over 18 months through staff training and service process redesign
- Negotiated supplier contracts saving R650,000 annually on linen, cleaning, and food supplies
- Implemented a new shift scheduling system that reduced overtime costs by 25%

### Assistant Front Office Manager

Jan 2019 – May 2021

*Tsogo Sun (now Tsogo Sun Hotels), Sandton*

- Supervised a front office team of 12, managing check-in/check-out processes for 200+ guests daily
- Reduced guest complaint resolution time from 48 hours to 6 hours by implementing a tiered escalation process
- Coordinated 50+ corporate events and conferences annually, managing logistics for groups of up to 300 attendees
- Trained 15 new staff members on Opera PMS and customer service standards
- Achieved a 96% accuracy rate on billing and invoicing across all front office operations

## Front Office Supervisor

Mar 2017 – Dec 2018

*City Lodge Hotel Group, OR Tambo International Airport*

- Oversaw reception operations for a 303-room hotel with 24-hour check-in service
- Managed room allocation and overbooking strategies, maintaining a 92% average occupancy rate
- Handled VIP guest relations and resolved escalated complaints, maintaining a 4.2/5 TripAdvisor rating
- Processed an average of R1.5 million in guest payments weekly with zero discrepancies

## EDUCATION

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### National Diploma in Hospitality Management (NQF 6)

2016

Central University of Technology, Bloemfontein

### National Senior Certificate

2013

Eunice High School, Bloemfontein

## CERTIFICATIONS & TRAINING

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- PRINCE2 Foundation Certification, PeopleCert, 2025
- Project Management Short Course, Wits Business School, 2025
- Microsoft Project Essential Training, LinkedIn Learning, 2025
- Advanced Microsoft Excel, Udemy, 2024
- Opera Property Management System (PMS) Advanced, 2019

## LANGUAGES

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English (Fluent)    Sesotho (Fluent)    isiZulu (Conversational)    Afrikaans (Conversational)

## REFERENCES

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### Thandi Kubheka

General Manager, The Maslow Hotel  
+27 82 345 8901 | thandi.kubheka@suninternational.com

### Renier Jacobs

Regional Director, Tsogo Sun Hotels  
+27 83 210 6789 | renier.jacobs@tsogosun.com