**CURRICULUM VITAE**

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**RHODA**

[**RHODA.268218@2freemail.com**](mailto:RHODA.268218@2freemail.com)

**CAREER OBJECTIVE**

Desire to work in a highly competitive and challenging environment that requires energy level

and ability to make decisions.

**PERSONAL DETAILS**

Nationality: Kenyan

Date of Birth: 07/12/1987.

Marital Status: Single

Gender: Female

**EDUCATION/TRAINING**

**April 2015 – May 2015**

Security Studies in Facility Management & Aviation Security Management with Customer

Care (EMIRATES AVIATION COLLEGE – DUBAI)

**January 2014 – February 2015**

Diploma in Cosmetology/Beauty Therapy – DISTINCTION (VERA BEAUTY COLLEGE -

ELDORET)

**January 2009 – August 2011**

Diploma in Travel, Tourism & Hospitality; Expected results – Credit (ELDORET

TOURISM & PROFESSIONAL COLLEGE – ELDORET)

**March 2009 – June 2009**

Certificate in Advanced Computer Proficiency; Expected results – Excellent (TEC

INSTITUTE – MOI UNIVERSITY BRANCH **ELDORET**).

**January 2007 – March 2008**

1 year experience as a sales person in a Beauty Product Company.

**2003 – 2006**

Kenya Certificate of Secondary Education (K.C.S.E), Expected results C- (MOI GIRLS HIGH

SCHOOL - **NANGINA**).

**1993 – 2002**

Kenya Certificate of Primary Education (K.C.P.E), Expected results 333/700 Marks (MOODY

AWORI PRIMARY SCHOOL - **FUNYULA**).

**KEY COMPETENCIES**

Proficient in Microsoft Office Applications.

Good written and oral skills, including ability to prepare research papers.

A self motivated, flexible, hardworking and active team leader.

Well versed with Computer Skills since O’ Level.

Having worked in Law Firm for over 2 years, I have learnt how offices/courts run,

what entitles and understand its entire procedure.

Familiar with the operations being carried out in the airport.

Familiar with security checks for cargo.

Knowledge and experience in cargo industry.

**PROFESSIONAL EXPERIENCE**

**(i)**

**2007 - 2008 – Hospitality: HOTEL GESARA MOMBASA (Receptionist)**

Being a 5star Hotel, all the highest standardized services were required and reached to keep the clients happy and satisfied. Through team work and determination, I managed to acquire the general knowledge on customer care service to different nationalities and maintaining the discipline needed when working in hotels.

**(ii)**

**August 2008: ELECTORAL COMMISSION, ELTOP (clerk)**

**Responsibilities**

* Observed the whole exercise.
* Counted votes.

**(iii)**

**2009 - 2011 – Law Firm: SARGO & COMPANY ADVOCATES (Legal Secretary)**

**Responsibilities**

* Attending to Clients.
* Receiving cash from Clients and issuing of receipts.
* Depositing cash to the office bank account.
* Designing employee motivation form.
* Designing the training needs assessment form.
* Data entry, analysis and recording keeping including; amendment of Court cases on the computer and Filing Court cases/documents on the Computer.

**(iii)**

**2012 - 2015 – BM Security Services Limited (Security Guard)**

**Responsibilities**

* Data entry, analysis and recording keeping including documents on the Computer.
* Ensuring the safety of the company properties.
* Adhering to shift change as per the rotation.
* Maintaining high sense of discipline.
* Satisfy customers needs as per the company procedure.

**(iv)**

**April 2015 – Aviation Security Officer cum Receptionist: EMIRATES GROUP SECURITY**

I am currently working at Dubai International Airport/Al Makhtoum International Airport – Jebel Ali (DWC) as an Aviation Security Officer in DNATA/Emirates Sky cargo Offices respectively under Transguard Group Company as per the monthly duty roster. Furthermore, having being trained on performing quality services to customers/passengers before commencing my job, am well equipped on how to deal with people from all walks of life in Dubai.

**Responsibilities**

* Attending to stranded passengers.
* Ramp security.
* Baggage handling.
* Handling lost and found personal belongings.
* Customer service.
* Data entry, analysis and recording keeping including; amendment of documents on the Computer.
* Effecting service of office documents.
* Dispatch of letter and maintaining efficient filing system.
* Adhering to shift/location change as need may be.
* Being able to solve customers’ issues and engage supervisor whenever its necessary.
* Performing duty as per the company’s standard operation procedures.
* Attend recurrent training yearly which include;
* US flight operation.
* Aviation, cargo and Airport security.
* Dangerous goods awareness and signs of handling involved.
* Rules of international Air Transportation Authority (IATA) during operation for safety and security purposes when handling both passengers and cargo.
* Fire safety and emergency response.
* First aid.
* Airport refresher.

**EXTRA CURRICULUM ACTIVITIES**

Class prefect: Primary School.

Member of Straight Talk Club: High School.

Member of the Business Management Student Association: College.

**INTERESTS/HOBBIES**

Interested in theatricals and community services.

Reading, writing and making friends.