CURRICULUM VITAE

**Personal details**

 NAME: Zakaria

Email: Zakaria.361069@2freemail.com

DATE OF BIRTH: 15th July 1993

VISA STATUS: Residence visa

LANGUAGE SPOKEN: English, Swahili

NATIONALITY: Kenyan

**Personal objectives**.

 To work in a situation calling for total dedication creativity, innovation and decision making to improve my professionalism and experience in a busy and dynamic organization.

**Personal profile**.

 Hardworking, dynamic, flexible, keen, fast learner and able to adapt in an environment in a very short duration.

Key strength.

 An extremely positive and friendly when dealing with customers and colleagues.

Vast knowledge of various front office and customer service techniques, sincere and trustworthy and willing to work under pressure.

**REGIONAL WORK EXPERIENCE**

Transguard Group

November 2013- Dubai Festival City Mall

Position: Housekeeping attendant

Duties and responsibilities

* Keeping all areas neat for nice outlooks.
* Ensuring that the area hospitality is upto standard.
* Ensuring that all cleaning equipments are in good condition.
* Ensuring that the administrator is aware of the need of replacement for the satisfaction performance of duties.
* Offering manpower and support to the customers where need be.
* Ensuring that there is zero complaint coming from the client side.

October 2015-Dubai festival city mall

Position: taxi greeter/ customer service.

**DUTIES AND RESPOSIBILITIES**

* Greeting guests and helping them trace their destination in the mall.
* Carrying guests luggage’s/items n help them load into a taxi.
* Responding to guests requests and ensuring that their needs are met.
* Assist in issuing of wheelchairs to the guests during the time of emergency within the mall.
* Providing directions and useful assistance to the customers and retailers.
* Holding customers luggage after payment for later collection.
* Telecalling, receiving and forwarding calls to the respective person concerned.
* Data entry for valet parking.

**Position Office Assistant**

 From August 2016 to 2017

**Duties and Responsibility**

* Filling clerk –Performing clerical task (letters/ invoice/ memorandums)
* Operating office Equipment’s and complete general office work
* Answering telephone calls and data entry
* Receiving and distributing information
* Picking and delivering items
* Serving customer in a Courteous manner
* Creating and updating record’s ensuring accuracy and validity of information
* Monitor level supplies and handle shortages
* Resolve office related malfunctions and respond to request and issues
* Co-ordinate with other department to ensure completion with established policies
* Maintain trusting relationship with suppliers, customer and colleagues.
* Performing receptionist duties when needed.

**HEALTH AND SAFETY ACCOMODATION SUPERVISOR**

FROM 2017 to present.

**Duties and responsibilities.**

* Reading DEWA meter for electricity and water.
* Inducting new arrivals at the accommodation regarding fire and safety procedures.
* Ensuring that common areas are safe and free from hazardous material.
* Ensuring that the accommodation utilities are not damaged.
* Reporting any health and safety risks on the ground to the concerned department.
* Ensuring that fire horse real is functional at all times incase of an emergency.
* Working closer with property and logistics department to ensure proper handling of site utility and other stakeholders.
* Updating of information to the health and safety manager if there’s any need of replacement or fixture on daily basis.
* Supervising the entire accommodation and creating awareness to the staffs by putting health and safety boards and signage’s.
* Conducting toolbox talk to all members of the accommodation in coordination with accommodation administrator.
* Making reports based on health and safety within the entire accommodation premises.
* Ensuring that fire switchboard is functional incase any fire symptoms.

**EDUCATION BACKGROUND**

**Year 2012**: ST CLARES COMPUTER TRAINING COLLEGE.

**Course**: Certification in Computer packages.

**Year 2007-2011**: Elburgon District Education Board Secondary School.

**Course:**  Kenya Certificate of Secondary Education.

**Year 2000-2007:** ST peters boy primary school.

**Course:** Kenya Certificate of Primary Education.

**TRAINING ATTENDED**

* DEPARTMENT OF PROTECTIVE SYSTEM (**DPS)**
* CUSTOMER SERVICE.
* GUEST MANAGEMENT
* HOSPITALITY TRAINING
* FIRST AID

Personal character

* Fluent in English, writing and speaking.
* Self motivated.
* Hardworking.
* Good interpersonal skills and able to work with people of different ethnicity.
* Team work and Respectful.

##  HOBBIES

 Reading published materials

 Holding group discussions

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