**CURRICULUM VITAE**



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| **PERSONAL INFORMATION** |  |  |  |
| Name | **:** |  | Robert  |
|  |  |  |  |  |  |
| Email Address | **:** |  | Robert.381431@2freemail.com  |
|  |  |  |  |  |  |
| Nationality | **:** |  | Kenyan |
| Marital Status | **:** |  | Married |
| Availability | **:** |  | Immediately |
| Visa Status | **:** |  | Visit Visa |
| Position | **:** |  | **Security Guard / Customer Service.** |

**CAREER OBJECTIVE**

Seeking a challenging position where I will utilize my personal capability, skills and support my duties to the best of my capabilities and learn through new experiences in the growth of my career in ​**Customer Service, Security Guard.**

**WORK EXPERIENCE**

**NOKRAS RIVERINE HOTEL AND SPA LTD**

**Position Held (Year 2015 – Feb 2018) : Security Guard / Customer Service Responsibilities:**

* Ensuring maximum security of client assets in work station.
* Screening and monitoring guest vehicles at the entry and exit points.
* Investigations - Assist in the gathering of information relating to undesirable and criminal activities that have happened at the institution.
* Safety - Monitor and test the safety equipment to ensure that they are in a good working condition.
* Providing excellent customer service function at the location while ensuring improved customer satisfaction.
* Guarding the clients premises to ensure full security of the assets and guests
* Handling security surveillance cameras in the control room while ensuring that there is law and order within the premises.
* Handling lost & found properties inquiries
* Handling the most valuable and non-valuable lost and found items of the guest
* Receiving international and local calls inquiries’
* Logging guest inquiries and complaints
* Providing excellent customer service function at the location while ensuring improved customer satisfaction.

**WORK EXPERIENCE**

**TIMSTEP ANNEXT HOTEL**

**Position Held (Year 2013 -2014) :** **SECURITY GUARD / CUSTOMER SERVICE.**

**Responsibilities:**

* Ensuring maximum security of client assets in work station.
* Screening and monitoring guest vehicles at the entry and exit points.
* Investigations - Assist in the gathering of information relating to undesirable and criminal activities that have happened at the institution.
* Safety - Monitor and test the safety equipment to ensure that they are in a good working condition.
* Providing excellent customer service function at the location while ensuring improved customer satisfaction.
* Handling incoming phone calls and directing them to required departments/extension lines.
* Guarding the clients premises to ensure full security of the assets and guests
* Handling lost & found properties inquiries
* Handling the most valuable and non-valuable lost and found items of the guest
* Receiving international and local calls inquiries’
* Logging guest inquiries and complaints
* Providing excellent customer service function at the location while ensuring improved customer satisfaction,

**INTERPERSONAL SKILLS**

* Strong critical things skills in order to find solutions to problems as they arise.
* Ability and eagernes to learn new technology quickly and apply to work tasks.
* Well organised and very good at setting own priorities.
* Hard worker has enthusiatic spirit and work well under pressure in a fast paced.
* Excellent communication skills with managers and team members.

**EDUCATIONAL BACKGROUND**

**2001– 2004​**​**: KAGIO SECONDARY SCHOOL - KENYA**

**​**Kenya Certificate of Secondary Education

**Computer Skills: MS Word, Excel, Windows, Powerpoint, Internet**

**Hobbies:​**Community service, Music & Dancing, Reading, Travelling & Physical fitness