**RESUME**

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| **Objective** | To be actively involved in the establishment, growth and development of mass media in and to work in a progressive news agency firm or department with avenues for individual expansion, growth and knowledge acquisition. |
| **Experience** | **July 2011-October 2013 Limuru Annex Bar and Restaurant****supervisor*** Ensured excellent customer service delivery round the clock including guest’ comfort and safety
* Was a hands-on manager on cleanliness, enquiries and complaints
* Managed and maintained the administration of all reservation and cancellations in line with company policy
* Proposed and implemented effective marketing strategies to fully maximize room occupancy levels
* Ensured that all rooms are checked thoroughly at the end of every shift, confirming that they meet our standards
* Maintained the correct handling of all soiled linen and ensured that every room has the correct bedding and relevant number of towels
* Monitored and oversaw maintenance issues and liaised with third party contractors as required
* Was fully accountable for relevant product delivery and stock management including setting stock levels, checking, counting, storage, reconciliation and loss investigation
* Provided reports, as required, for hotel management
* Maintained effective communication, at all times, among the team, hotel manager and manager
* Ensured that all members staff sign in/out on the time sheets at reception and mange absence and lateness, in line with company policy
* Completed all required health and safety/fire checks regularly
* Always adhered to all company policies and procedures and licensing laws

**December 2008-June 2011 City Digitech Systems Ltd****business coordinator*** Maintained staff by recruiting, selecting ,orienting and training the employees
* Accomplished staff results by communicating job expectations; planning monitoring and appraising job results ;coaching ,counseling and disciplining employees
* Maintained quality services by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems
* Contributed to team efforts by accomplishing related results as needed

 **September 2006-November 2008 nakumatt holdings ltd****retail manager*** Managing and motivating a team to increase sales and ensure efficiency
* Managing stock levels and making key decisions about stock control
* Analyzing sales figure and forecasting future sales
* Maintain awareness of market trends in the retail industry
* Resolving health and safety, legal and security issues
* Responding to customer complaint and comments
* Analyzing and interpreting trends to facilitate planning
* Organizing special promotions, display and events
* Attending and chairing meetings
* Dealing with staff issues such as interviewing potential staff, conducting appraisals and performance reviews

**November 2005 - January 2006   Kenya Broadcasting Corporation**Intern in radio business department**News reporter*** Presenting business radio news in both English and Kiswahili
* Translation and production of business focus program
* Editing news before going on air

**January 2003 - July 2004  Late night communications****Supervisor*** Selling telecommunication equipment
* Selling video editing suites and offering technical support of the same
* On location video shooting

**November 2001 - December 2002 Mutembura metal works****Assistant Manager*** General management of the family business
* Accounting functions: payroll management and balance sheet management
* Human resources management
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| **Education** | **February 2006- August 2006  Foundation College of Professional Studies: DIPLOMA IN MASS COMMUNICATION*** T.V production
* Entrepreneurship
* News writing and reporting
* Radio production
* Camera operations
* Feature Writing
* Marketing

**January 2005- September 2005 Universal College****Diploma in Journalism*** Broadcast journalism
* Reporting and Editing
* Public relations and personnel administration
* Business communication
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| **Additional skills****Interests** | * I have worked with the window environment of 95/98/2000 and have also worked in windows xp
* Advertising and Customer relation skills learned during marketing at late night communication
* Own a valid Kenyan passport and a driving license
* Church youth organizer at St. Mary’s Catholic Church Mombasa, High school Drama teams coordinator, Rugby team member, Scouts club member
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