**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 |
| **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 |
| **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 |