 240414@gulfjobseekers.com

Objectives

To obtain a challenging and responsible position that utilizes my working experience and enhances my technical skills and abilities

**KEY SKILLS AND PERSONAL ATTRIBUTES**

* Performance, Client and result oriented,
* Project Management,
* Results Driven,
* Foster Teamwork and Giving Feedback
* Self motivated and practical,
* Cross-cultured exposure,
* Ability to work under tight pressure and meet deadlines.
* Enthusiastic and pleasant personality.
* Willing and passionate about guest service.
* Organized and portrays a very neat quality presentation.

**Work Experience**

**Company: The Address Dubai Mall Hotel January 7th 2010- June 18th 2015**

**Job Title: Guest Service Agent/ Concierge**

* Provide our guests with an exceptional arrival and departure experience that makes them feel welcome.
* Organized and portrays a very neat quality presentation.
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* Engages the guest to provide superior guest service.
* Ensures the valets are staged to maximize the guest experience.
* Manages the traffic at the front of the hotel.
* Coordinates activity in the drive with the Bell Attendant to ensure timely delivery of luggage and Valet Attendants of guest vehicles.
* Conduct key audit with the Valet Attendant at the end of each shift.
* Maintains the cleanliness of the front of the hotel.
* Notifies the Front Desk and Guest Services of VIP arrivals whenever possible.

**Company: Raffles Dubai Hotel September 13th 2007- November 25th 2009**

**Job Title: Server/ Senior Butler**

* Ensures that guests are delighted and expectations are exceeded,
* providing personal service, and a warm, relaxed, yet refined ambiance ensuring that guest experience meets their needs, expectations and desires,
* Liaising with other support departments whenever necessary.

**Company: Safaricom Telecommunication Kenya June 17th 2007- September 11th 2007**

**Job Title: Advisor Agent**

* Advertising the companies merchandise to new clients.
* Marketing the products to new locations.

**Company: Index Cyber Cafe May 4th 2006- September 10th 2009**

**Job Title: Cyber Café Instructor**

* Trouble shooting of computers
* Serving of light snacks
* Charging the clients.

**ACHIEVEMENTS**

1. Received guest comments for exceptional service, featured in trip advisory and JD Power.
2. Attained a certificate in sports ,football and basketball
3. Attained a Long Service Award Certificate
4. Attained a certificate in Bartending
5. Awarded Raffles hotel pre opening and excellent service certificate.
6. Nominated as the most heartfelt and gracious service provider.
7. Handled all customer queries in a professional manner leading to total customer satisfaction
8. Related very well with my colleagues, clients and the management thus leading to smooth work operations and attainment of objectives.

1. **TRAINNING**

Trained first aider in St. John Ambulance HACPP hygiene training

1. Problem Solving, Decision Making, Action Planning
2. Developing Teams, Problem Solving and Decision Making
3. Acquiring Talents (Selection Interview)

**HOBBIES**

* Reading journals
* Traveling and Adventure
* Swimming
* Playing basketball

**Academic and professional qualification**

**Unity Computer maintenance & hardware college.**  October 2005 – November 2005

* Computer skills in Micros, Fidelio, Publisher and Opera

**Harpers school of hotel Management** May 2006 – may 2007

* diploma in catering

**Stonebridge associated college – United Kingdom** January 2008 – December 2008.

* Diploma in Cabin crew