**LINDA CHEPTOO**

**CURRICULUM VITAE**

**PERSONAL DETAILS**

**Names:** Linda

Linda.368821@2freemail.com

**MY CAREER OBJECTIVE**

To render committed, dedicated and high quality services in all my endeavors and maintaining an intellectually keen and poised approach to work; keeping an eye on emerging industry trends and practices worldwide; projecting a responsible personality; and being obedient and dutiful to everyone

**COMPENTENCIES**

* **Communication and Language Skills** – I have excellent speaking and writing skills in both Swahili and English languages. I am a good public speaker and a good listener.
* **Leadership skills** – I provide an opportunity for all, prioritizing the best, appreciating the upcoming and ensuring systems at work are adhered to.
* **Team player** – Always aiming to relate and work very well with my colleagues towards achievement of set goals.
* **Service delivery** – Competent and dedicated in ensuring delivery of quality in services delivery in all my endeavors.

 **QUALIFICATION SUMMARY**

**Bachelor of Tourism Management**

**Some of the courses covered include:**

*Service Management and Marketing; Service Quality Management; Human Resource Management; Internal and External Environment; Destination Management; Management Accounting; Project Planning Development and Management; Tourism Policy and Planning; Product Development among others*

Empirical Experience in: Customer service and front office.

Analytical, industrious and honest decision maker and work with no or very minimal supervision.

**PROFESSIONAL EXPERIENCE**

**PERIOD:** February 2015- March 2017

**COMPANY**: Bomas of Kenya

**POSITION:** Customer Service Representative.

**Responsibilities:**

* Greeting and welcoming guests warmly as they arrive.
* Assisting guests in person and on the telephone.
* Coordinating with all other departments to ensure best customer service and delivery
* Resolve guests complaints via phone, email or social media.
* Knowing guests preferences and needs ; anticipate guest expectations;
* Escort guests to the tour guide who will take them round the facility.
* Make and confirm reservations.
* Basic knowledge of all the credit cards and cashing policies.
* Answer all incoming calls and redirecting them or take messages.

**PERIOD:** July 2014- October 2014

**COMPANY:** Nairobi National Park

**POSITION:** Intern Front Desk Agent.

**Responsibilities:**

* Greet all guests at all time in a friendly manner.
* Maintaining cleanliness and neatness of the front desk area at all times.
* Escort guests to the tour guide who will take them round the park.
* Answer incoming calls.
* Make reservations for game drives.
* Perform any other duties assigned to me.

**PERIOD:** January 2014- May 2014

**COMPANY:** Tourism Finance Corporation

**POSITION:** Intern Administration Assistant.

**Responsibilities:**

* Preparation of letters of offer.
* Filling & checking that the client has attached all the required documents.
* Sending emails to clients.
* Filing and preparation of summaries application.
* Posting of payments.
* Preparation of voucher for payments.

**EDUCATION**

* COURSE: Bachelor of Tourism Management
* INSTITUTION: Moi University, Eldoret
* YEAR: 2011 – 2013
* COURSE: Kenya Certificate of Secondary Education (KCSE)
* INSTITUTION: Moi Forces Academy
* YEAR: 2004 – 2007
* COURSE: Kenya Certificate of Primary Education (KCPE)
* INSTITUTION: Mt.St.Mary’s Girls
* YEAR: 1995 – 2003.

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| **ACHIEVEMENTS:** |
| * Learnt to multi-task and perform dual tasks with minimum room for errors
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| * Acquired and own different skill sets for the diverse roles.
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| **Other skills** |
| * Proficient in Microsoft Office (Outlook, Word, Excel, Access and PowerPoint).
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| * Advanced Skills in Excel e.g. Pivot tables
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