

**PERSONAL INFORMATION**

**Name :** Lavender

**Nationality** : Kenyan

**Gender** : Female

**Date of Birth :** 4th Feb 1987

**Marital status :** Single

**Email** : lavender.370177@2freemail.com

**Visa status : Visit Visa**

**CAREER OBJECTIVE**

I am result oriented and would like to be exposed to challenging tasks to prove my worth. Above all, I am honest, industrious, courageous, diligent and hardworking.

Being an intelligent and hardworking person, I will work to the best of my capability to fulfill the vision and mission of my dream company as well as to fly high its flag.

**APPRENTICESHIP AND SKILLS:**

**Operational and technical training:**

* Handle different kinds of customers/ clients in all sectors.
* Manage general office work in any kind of company office.
* Flexible to work long hours and travel all over the world to carry out tasks of a required company.
* Manage cash sales in day to day return.
* Have a listening ear to all customers and staff whom need my attention and assistance by asking questions to ensure I understand their problems.
* Support the company’s efforts.
* Make sure that when a case arises I be as reasonable and unbiased as an impartial judge.

**Meeting/ Communication:**

* Act as a liaison between my immediate boss and the rest of the staff when on operation.
* Respond directly to customer queries in the office.
* Organize and chair office meetings at least three times a year and ensure the minutes of the meeting reach all participants.

**Record keeping:**

* Participate in other office document filling.
* Maintain records of company day to day findings.
* Familiar with operational records required in the company.

**Skills**

* Leadership and communication skills.
* Time management.
* Customer service.
* Hotel management skills.

**EMPLOYMENT HISTORY**

SEPT 2012 - APR 2014: **DYNCORP INTERNATIONAL LOGCAP IV—Afghanistan**

**Moral Welfare and Recreational Technician (MWR)**

* Assumed the responsibilities of the MWR foreman during their absence
* Plan, organize and implement MWR events and sports tournaments
* Coordinate MWR facilities, recreational activities and events that are required to effectively and efficiently operate and sustain MWR for all the soldiers
* Prepare monthly MWR event calendars and flyers
* Schedule and direct the work performance as well as assist soldiers to communicate with their families and friends off camp
* Keep inventory of government property
* Maintain quality control and safety standards to ensure employee and client well-being are met in compliance to the company safety operational procedures
* Ensure maintenance and cleanliness of the gym and communication facilities and equipment

OCT 2011- AUG 2012: **KENYA SCHOOL OF FLYING.**

**Operations/Tele:**

* Respond to company’s aircraft radio.
* Make company quotations for passengers when required.
* Assist in making day-to-day flight schedules for both instructors and students.
* Keep a follow-up of passengers needs and ensuring charter flights are well equipped with necessary requirements such us drinking water and sweets.
* Tech Records:
* Maintain records on aircraft documents such us follow up on C of A renewals at Kenya Civil Aviation Authority.
* Make payments for the required aircraft documents in time.
* Maintain of aircraft statues board with the current details.
* Place phone calls to potential clients from our computerized directory
* Perform script (with necessary adjustments) to ensure consistency of sales program
* Answer potential clients’ questions about flight improvement.
* Maintain computer, telephone and other equipment
* Communicate any problems, concerns or questions to supervisory staff
* Refer customer complaints to supervisor for quality control
* Communicate respectfully and politely with potential customers at all times

 **Receptionist/Cashier**

* Welcome visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Direct visitors by maintaining employee and department directories; giving instructions.
* Maintain security by following procedures; monitoring logbook; issuing visitor badges.
* Maintain telecommunication system by following manufacturer's instructions for house phone and console operation.
* Maintain safe and clean reception area by complying with procedures, rules, and regulations.
* Maintain continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contribute to team effort by accomplishing related results as needed.

**Stores:**

* Source of aircraft spare parts both locally and overseas.
* Entry of parts records in the system and ensure the data tally while issuing out.
* Maintain records of aircraft spares available in the store and ensuring their safe keep.
* Ensure serviceability of aircraft spares both in the store and the out sourced once.
* Supply of spare parts to the company engineers for the required jobs on the aircrafts on time.
* Make good and reliable business connections with the suppliers to ensure spare parts are supplied on time.
* Ensure general cleanliness of the store.

DEC 2010- SEPT 2011: **KIJIPWA AVIATION LIMITED**

**Technical Records/Data entry;**

* Enter data for aircraft daily hours and cycles, all defects/rectification action taken, data entry daily fuel, oil, hydraulic burn/uplift.
* Support data entry all rot-able component changes and tracking of aircraft fit lists.
* Record all checks carried out on the aircrafts.
* Plan to define maintenance program of all component requirement.
* Support with Tech Services to record all service bulletins and modification carried out on aircraft.
* Maintain the logbooks for airframe, engine, and APU as weekly interval.
* Keep monthly reporting of aircraft/engine/APU utilization to Lesser/JPA Financial.
* Keep all aircraft records are accurately recorded stored and maintained and commercial requirements and that all component histories are maintained.
* Maintain aircraft Technical logbooks and documentations as per requirements of aviation authority.
* Keep records required by CMR, C of A renewal.
* Report to the Technical Records Team Leader.
* Comply with other tasks as required by Technical records team leader.

AUG 2010 – NOV 2010: **TRADEWINDS AVIATION SERVICES**

* Customer care
* Flight dispatch
* Cabin grooming

JAN 2009 – JAN 2010: **SWISSPORT KENYA LIMITED**

* Passenger handling
* Customer care
* Security team

OCT. 2007 – NOV 2008: **ALLIANCE FRANÇAISE DE NAIROBI**

**Interviewer**

* Give out questionnaires to French teachers in French teaching schools.
* Collect data on what problems French teaching schools face.
* Analyze on what advancement is to be taken by the Ambassador on all French teaching schools.

**EDUCATION BACKGROUND**

DEC 2016- JAN 2017: **DOVE REHABILITATION TRAINING AND COMMUNUTY DEV. INSTITUTE**

SEPT 2006 – NOV 2007: **KENYA AERONAUTICAL COLLEGE**

Attain certificate in Aeronautical Engineering.

APRIL 2006: **KENYA SCHOOL OF FLYING**

Attain recommendation for test flight.

JAN 2006 - AUG 2006: **MUNGLU COMPUTER COLLEGE**

Attain certificates in computer packages.

JAN 2003 – NOV 2005: **OMBOGO GIRLS ACADEMY**

JAN 2002 – NOV 2002: **KORU GIRLS ACADEMY**

Attain Kenya Certificate of Secondary Education.

JAN 1993 – NOV 2001: **SANGO ACADEMY**

Attain Kenya Certificate of Primary Education.

**ADVANTAGES & HOBBIES**

Team Player, Flexible, Innovative, Able to meet deadlines, Work under minimum or no supervision

Reading, Socializing, Traveling, Swimming, Listening to music