**MONA**

Nationality: Kenyan

Visa status: Employment

C/o-Mobile: +971505891826

Email: [mona.379202@2freemail.com](mailto:mona.379202@2freemail.com)

**CAREER SUMMARY**

A customer focused and articulate individual who possesses a friendly and personable approach along with good communication skills and the ability to listen carefully to client requirements. Mona has a real thirst to succeed and boasts a demonstrated track record of initiative, creativity and motivation. She has the entrepreneurial spirit required to work in highly flexible, rapidly changing work environments. Having limitless energy to produce results and being able to quickly build outstanding customer relationships, she would be a valuable addition to any growing company.

**EDUCATION QUALIFICATION:**

**Dubai driving License March 2018**

**Certificate in Medic First Aid / CPR : QHSE International (Dubai) May2017**

**Certificate in Health and Safety (IOSH & NEBOSH):QHSE International (Dubai)Aug 2016 -Nov 2016**

**Certificate in Computer systems: Centrum Computer CollegeMay 2007 – Aug 2007**

**Diploma in Hospitality management: Mount Kenya University(Kenya)April 2006 – Dec 2008**

**CAREER SUMMARY**

**Concordia DMCC- Dubai, U A E March 2017 to Date**

**Job title: Receptionist (OMNIYAT)**

* Approach and acknowledgesguest in the reception in a hospitality and professional manner
* Answers incoming and outgoing calls and forwarding them to relevant offices
* Govern all emails sent and reply them swiftly and bring attention if any to manager
* Schedules internal meeting of the staff and the manager for various department
* Collaborates with security as a team for safety purposes in the premises
* Dispensing of access card to the customer by signing them in and out
* Address customer questions and complains promptly
* Ordering of office supplies and distribute them equally

**Concordia DMCC -Dubai, U.A.E December 2015 to Feb 2017**

**Job title**: **Parking Customer service advisor**

* Collection of revenue in car park and balancing all the cash and ticket sold and making sure the float is in correct amount
* Assembledapplication sent by client for parking lease and access cards to the parking manager
* Monitored misuse of all access card and blocked incase 0f any
* Imposed health and safety policies regarding personal safety and of others
* Implemented traffic rules and regulation in the parking
* Administered revenue protection and collection system governed by the company
* Observed car park operation to ensure safety and comfort of customers within car park

**Serco Dubai Metro – Dubai, U A. E Sept 2013 – September 2015**

**Job Title: Housekeeping Team leader**

* Examined level of cleanliness in the establishment
* Formulated staff schedule according to the work requirements
* Respond to customers request and complains
* Pinpointed areas of repair to maintenance department
* Organized supplies of toiletries to ensure sufficiency
* Monitored lost and found items and reported through company’s protocol

**Safari Park Hotel – Kenya Dec 2009 –July 2013**

**Job Title: Receptionist**

* Greeted guest in the hotel lobby, assisted them in check in and out
* Answered phones, booked reservations, responded to emails
* Observed records of hotel occupancy to prevent overbooking
* Billed the customer upon check out for clearance purposes
* Updated guest with local knowledge of amenities
* Persuaded guest to book in the hotel increasing sales level
* Combined with other department to ensure our guest were comfortable

**PROFFESSIONAL SKILLS**

* Good communication
* Team work
* Personal management
* Problem solving skills
* Leadership/ Management skills
* CPR/First aid skills

**HOBBIES**

* Travelling
* Volunteer work
* Sports

**REFERENCE**

**Upon request**