Pauline

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| **Email :** [**Pauline.383430@2freemail.com**](mailto:Pauline.383430@2freemail.com)  **Nationality : Kenyan**  **Language : English and Arabic.**  **Address : Dubai, UAE.** |  |

**PERSONAL PROFILE**

To be able to have an opportunity to practice and conduct my acquired skill and knowledge in a manner compatible with the dignity of my profession, and to be able to meet new challenge that would promote constant learning and professional maturity.

**CAREER OBJECTIVES**

To apply my dynamic skills, competence and qualifications in the industry, hence leading to the achievement of organization's mission and vision.

**WORK EXPERIENCE G4S (NAIROBI KENYA)**

**May 2011 - Oct 2015**

**POSITION: SECURITY GUARD**

**Duties:**

**•** Protect and enforce laws on an employer’s property

• Monitor alarms and closed-circuit TV cameras

• Control access for employees, visitors, and outside contractors

• Conduct security checks over a specified area

• Write comprehensive reports outlining what they observed while on patrol

• Interview witnesses for later court testimony

• Detain criminal violators

**Hamad Alshamsi Apartments(AL AIN)**

**Nov 2015-Dec 2017**

**POSITION: HOUSEKEEPING ATTENDANT**

**Duties**

* Warmly and graciously greeting all guest upon arrival.
* Showing the guest direction, where to start as they enter the park.
* Interpreting the map park to the guest.
* Handling guest complains and coming up with a positive solution.
* Giving the guest the information about the parke.ie coast of the tickets.
* Remain calm and friendly when confronted with upset visitors.
* Receiving and answering guest phone calls.
* Responsible for replenishment of guest complimentary water.
* Responsible for the cleanliness and maintenance of his work area.
* Attends to guest calls, guest requests /guest complaints in the area assigned

**EDUCATIONAL QUALIFICATION:**

* **Year Institute Certification**
* 2009 - 2011 Nairobi Polytechnic Diploma in food, beverage and catering
* 2005- 2008 Emmanuel Computer College Certificate in House Keeping
* 2002- 2005 Emmanuel Computer College Certificate in Customer Service

**EDUCATION BACKGROUND**

**1998 2001 Kenya Certificate of Secondary Education**

**1989 1997 Kenya Certificate of primary Education**

hours

**INTERESTS**

Travelling, Dancing, reading novels, socializing

**REFERENCES**

Upon request.