**Kelvin**



CURRICULUM VITAE.

PERSONAL DETAILS.

Name : Kelvin

Date of Birth : 18/12/1989

Gender : Male

Marital Status : Single

Nationality : Kenyan

Religion : Christian

Language : English, Kiswahili.

Working Experience:

1.Baskin Robbins - Saudi Arabia (Jeddah) March 2012 to August 2014 Position:Steward/ Customer Care

2.The Ark Hotel [Nyeri]

front desk concierge

April 2015 to July 2017

3.

Customer Care Agent.

September 2017 to January 2020.

Professional Summary:

Highly experienced and reliable Concierge with a stel‐ lar work ethic and guest satisfaction record. Adept at managing interactions with a wide array of personal‐ ity types with complete professionalism and courtesy.

Able to function well as an independent worker or in coordination with hotel staff and management.

Core Qualifications:

Extensive front desk and guest management experience.

Excellent ability to anticipate and respond to individual guest needs and preferences.

Superior skills in upholding security practices and preventing unauthorized entries.

Exceptional skills in handling diverse types of guests with courtesy and professionalism.

Strong ability to respond effectively to unusual and emergency situations

Good oral and written communication skills.

Proficiency in English language.

Email: [Kelvin-397043@gulfjobseeker.com](mailto:Kelvin-397043@gulfjobseeker.com)

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>