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**Bachelor of Science Hospitality Management**

**Dubai UAE Diploma Human Resources Management**

**Career Objective**

Seeking a challenging career within customer service in a progressive organisation that provides an opportunity to capitalise and leverage on my work experience and abilities.

**Skills**

* Dedicated Team player with the ability to work independently
* Emotional intelligence & shows Empathy
* Customer service and quality oriented
* Creative, Articulate and excellent with time management
* Ability to handle complaints in a professional manner
* Critical path thinking and solution
* Complex problem-solving, Negotiation skills
* Highly adaptable and innovative
* PC based skills to operate Windows package such as Microsoft Word, Excel and Outlook

**Work Experience**

**2017-present** **Client Relationship Specialist** Yamal Properties, Dubai 

* Provide comprehensive information on properties available for lease and sale
* Collect all relevant documents to publish new listings and negotiate their leasing price, as per the current market
* Meet potential clients and organise viewings
* Follow up on leads through cold calling to potential clients

 **2012-2017 Executive Butler Coordinator** Burj Al Arab, Dubai 

* Coordinated services with various departments within the hotel
* Carried out daily check-in and check-out tasks which are time bound
* Maximised revenue through upselling of facilities and services
* Customer service duties identifying and resolved complaints

**2009-2012 Front desk Receptionist** Jumeirah Beach Hotel, Dubai 

* In charge of running the daily operations within the front desk
* Ensure guest registration and check out
* Ensured the hotels quality customer services have been meet
* Handled guest’s registration, complaints, billing and upselling of hotel services and facilities
* **2007-2009 Guest Services Assistant** Wild Wadi, Dubai 
* Sold our services and facilities to inhouse and walk-in guests.
* Organised FAM trips for Travel Agencies.
* Lifeguard duties (Saved eight lives)
* Dealt with cashiering transactions and prepared daily sales reports

** Education & Training**

Aug 2012 to June 2016 Kenya Methodist University Bachelor of Science Hospitality Management

 Sep 2014 to Dec 2014 Emirates Academy of Hospitality, Dubai UAE Diploma Human Resources Management Trainings

▪ Bayut & Property Finder communication training. ▪ Suite Reservations. ▪ Phone Etiquette.

**Personal Information**

Nationality: Kenyan Visa Status: Under spousal visa in UAE

Flexible to relocate within UAE

**Linguistic skills**

▪ English – Native speaker. ▪ Swahili – Native speaker

**Hobbies**

 Experiencing different international cultures through travel and cooking.

Reading, listening to music, Stylist.

** References available on request**