

JAEL

KENYA

Professional Statement

Customer-focused front desk professional with experience in hospitality, guest services, and administrative support. Skilled in managing reservations, handling inquiries, and ensuring smooth operations. Adept at multitasking, problem-solving, and maintaining a professional and welcoming environment. Seeking to contribute to a dynamic team by enhancing guest experiences and operational efficiency.

Experience

TEAM CAPTAIN | CLOUDFACTORY | NAIROBI 12/2021 – PRESENT

- Acted as an intermediary between clients and analysts, ensuring smooth communication.
- Conducted meetings, provided training, and monitored performance for quality assurance.
- Ensured data accuracy and client satisfaction through detailed reviews and feedback.

EXECUTIVE ASSISTANT | ERIKA A.STYLES | NAIROBI 05/2023-04/2024

- Assisted the owner with daily administrative tasks, scheduling, and correspondence.
- Provided personalized customer service and built strong client relationships.
- Processed sales transactions, managed store displays, and coordinated promotional events.
- Managed social media calendars, ensuring timely posts aligned with brand goals and promotions
- Liaised with vendors and suppliers to ensure smooth inventory management.
- Handled customer inquiries, both in-person and online ensuring exceptional service

RECEPTIONIST | JIDAH HOTEL | NAIROBI 01/2021 – 11/2022

- Assisted guests with check-ins, check-outs, and room reservations.
- Handled phone inquiries, emails, and guest correspondence professionally.
- Resolved customer concerns promptly, ensuring a positive guest experience.
- Maintained accurate guest records and processed payments efficiently.
- Provided local recommendations and support to enhance guest stays.

Education

BARISTAPRO | NAIROBI

04/2024 - 05/2024

- Certificate

Key Skills & Abilities

LANGUAGES SPOKEN

- English – Fluent
- Swahili- Native

LEADERSHIP

- Team Captain

HOBBIES/INTERESTS

- Travel
- Reading
- Volunteering and community involvement
- Tech-related hobbies
- Nature walk