

SAMSON

ZAMBIA

Professional Statement

I'm a versatile and dedicated professional with experience in electrical work, front desk operations, and housekeeping. I bring a unique blend of technical, administrative, and hospitality skills to the table.

I am passionate about continuing to develop my skills in electrical work, customer service, and housekeeping and taking on more responsibilities and leadership roles that will contribute to my future employer's success and growth.

Experience

HOUSEKEEPING | FAIRVIEW HOTEL & TOURISM | LUSAKA, ZAMBIA **2024 – OCT 2025**

- Cleaning and maintaining guest rooms, common areas and public spaces
- Restocking supplies and amenities
- Adhering to safety and security protocols
- Achievements: Achieved a comfortable and pleasant experience for guests

FRONT OFFICE | INTERCONTINENTAL HOTEL | LUSAKA, ZAMBIA **2022 – 2024**

- Welcoming and directing guests to the appropriate person or department
- Ensuring a friendly, professional, and welcoming environment at the front desk
- Responding to complaints and requests in a timely and professional manner
- Achievements: Achieved satisfaction, loyalty, and positive reviews, ultimately driving the hotel's success

ELECTRICIAN | ZESCO | CHIBOMBO, ZAMBIA **2020 – 2022**

- Inspect electrical components, wiring, and connections to verify they are installed correctly and safely.
- Perform routine maintenance to keep electrical systems running efficiently and prevent future issues.
- Splice, join and connect wires to form complete circuits and connect electrical power to various equipment.
- Achievements: Achieved a safer, more reliable, and energy-efficient community

Education

ZAMBIA INSTITUTE FOR TOURISM AND HOSPITALITY STUDIES | ZAMBI 2024/25

Front Office Operations & Housekeeping Principles

Key Skills & Abilities

LANGUAGES SPOKEN

- English.

LEADERSHIP

- Electrical supervisor
- Loan operator manager

HOBBIES/INTERESTS

- Graphic designer
- Team building activities
- Public speaking
- DIY projects
- Woodworking
- Home automation
- Interior design
- Home decor