

Namukolo

ZAMBIA

Professional Statement

A results driven hotelier with extensive experience in hospitality operations, guest experience management, and revenue optimization. Adept at building strong guest relationships, implementing brand standards, and fostering a culture of excellence, accountability, and continuous improvement.

Experience

GUEST RELATIONS OFFICER| THE ROYAL LIVINGSTONE VICTORIA FALLS HOTEL BY ANANTARA| LIVINGSTONE ZAMBIA JULY 2024-NOV 2025

In my role at the Royal Livingstone, I was responsible for welcoming guests and managing check-in and check-out procedures while ensuring a seamless and personalized guest experience. Assisted guests throughout their stay by arranging excursions, dining experiences, insights on local attractions, activities and hotel services. Actively informed guests about and enrolled them in the hotels loyalty programs, fostering guest satisfaction, engagement and brand loyalty. During my time at the Royal Livingstone one of my achievements was I had increased the numbers of guest enrollments into the loyalty programs.

ATTRACTION ATTENDANT| HILTON SALWA BEACH & RESORT(DESSERT FALLS WATER & ADVENTURE PARK)| QATAR JULY 2022- JUNE 2024

In my role I was responsible for welcoming and promoting water park attractions by providing clear information on rides, slides, and experiences. Managed guest inquiries by answering and directing calls, while maintaining accurate departmental documentation and records. Trained and supported new and old team members ,supervised daily operations, and monitored attraction rides to ensure optimal performance and guest safety through guest briefings. During my time my achievements included winning team member of the month and being nominated as team member.

FRONT OFFICE OFFICER|TRECNECH CAR HIRE AND TOUR COMPANY| LUSAKA ZAMBIA|2020-2021

I was responsible for managing front office operations and delivering excellent customer service to clients. Handled reservations, vehicle bookings, and rental agreements while accurately processing payments and documentation, coordinated vehicle availability with operations with the rest of the team members, managed incoming calls and inquiries, resolved customer concerns efficiently, and ensured a smooth rental and return experience while maintaining accurate records and compliance with company standards.

RESEARCH ASSISTANT| RESEARCH ASSESSMENT OF VITAMIN B12 EVALUATION OF NEUROLOGICAL SYMPTOMS| LUSAKA ZAMBIA 2017-2018

Assisted in evaluating patients for clinical research studies by conducting interviews, gathering medical histories, and administering assessments. Collected, recorded, and analyzed data, ensuring accuracy and compliance with study protocols. Worked closely with the research team to monitor patient progress, track outcomes, and ensure ethical standards were upheld throughout the study.

Education

ICON TRAINING INSTITUTE | QATAR DOHA 2023-2024

Professional qualification in administration and secretarial with front office management
Certificate minor

ZAMBIA INSTITUTE FOR TOURISM AND HOSPITALITY STUDIES | LUSAKA ZAMBIA 2018-2024

Bachelors degree in tourism management
Diploma in tourism management

Key Skills & Abilities

LANGUAGES SPOKEN

English

LEADERSHIP

Acting attractions supervisor Hilton salwa beach and resort (DESERT FALLS WATER & ADVENTURE PARK)

HOBBIES/INTERESTS

Exploring travel destinations and cultures,culinary exploration and food tasting, interior decor, event planning and hosting,