



# WASONGA MERCYLINE ADHIAMBO

## SECURITY

I am a Service-Oriented Security Specialist and Hospitality Student awaiting graduation with 3 years of proven experience as a Hotel Security Guard in a high-traffic environment. Highly proficient in physical security operations, including access control, CCTV surveillance, and rapid incident response, while consistently maintaining the highest standards of guest safety and service discretion. Currently leveraging technological skills as a Cyber Attendant. Actively pursuing a Hospitality Course, which solidifies a unique commitment to balancing rigorous security protocols with excellent customer relations. Eager to contribute this blend of security expertise and service mindset to a demanding role in the Gulf region.

## WORK EXPERIENCE

### Cyber Attendant

AI-Tech Computers

Jan 2024 - Present

- Collecting payments for services rendered and maintaining accurate records.
- Maintaining the cleanliness and orderliness of the cyber cafe.
- Ensuring the security of the equipment and monitoring for any misuse.
- Providing basic technical support and guidance to customers.
- Keeping up-to-date with current technology and internet trends.
- Adhering to cyber cafe policies and procedures.

### Security Guard at Davana Hotel

IVORY SECURITY SERVICES LIMITED - NAIROBI

May 2021 - Apr 2023

- Vigilantly observe the reception area, lobby, and immediate surroundings for any suspicious activity or persons.
- Conduct regular patrols of the hotel's public areas near the reception to maintain a visible security presence.
- Maintain detailed logs of daily activities, incidents, and unusual occurrences.
- Warmly greet guests, staff, and visitors entering the hotel.
- Work closely with receptionists, concierge, and management to share information regarding security matters and potential issues.
- Assist front office staff during periods of high traffic or with difficult guests.
- Act as the first responder to security breaches, disturbances, and conflicts, employing de-escalation strategies to maintain order.

## CERTIFICATIONS

### Certified Digital Marketing Professional (CDMP)

- Certificate of Industrial Attachment – Hotel Front Office
- Certificate in Computer Applications (MS Office)
- Certificate in Typing & Data Entry
- Certificate in Catering & Accommodation Operations(not yet graduated)

## CONTACT

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## EDUCATION

### Certificate in Catering and accommodations operations

KIPS TECHNICAL COLLEGE

May 2022 - March 2025

- Computer Applications.
- Information Communication Technology.
- Front Office Operations Units.
- Customer Care in F&B Service.
- Accommodation Operations Units.
- Hospitality Communication Skills.
- Professional Etiquette & Grooming
- Environmental Sustainability in Hospitality

### Certificate in basic computer skills.

ST JOSEPH COMPUTER CENTRE

Aug 2015 - Aug 2017

- Computer Applications
- Microsoft Office Packages
- Internet & Email Skills
- Basic IT Concepts
- Typing and Data Entry

## SKILLS

- Vigilance and Alertness.
- Professionalism and Integrity.
- Excellent communication and customer service
- Accurate typing and data entry
- Good organizational and time management skills
- Professional work ethic and confidentiality
- Ability to multitask and work under pressure