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Date of birth:06/02/2007 [Nationality: Kenyan [Language Proficiency: English, German

## PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with a one year of experience in customer service, particularly within the hospitality industry. Proven ability to deliver exceptional service to my customers, manage customer inquiries, and maintain a high standard of professionalism in a fast-paced, high-stress environment. Skilled in even time management. A team player with strong communication and problem-solving skills, committed to enhancing customer satisfaction and operational efficiency.

## Work Experience

customer Service Assistant

Sankara hotel in Nairobi

[Start Date:06/09/2024– [End Date:10/09/2025)

- Assisted my customers with information on hotel services, including transportation and accomodations
- Provided support during peak travel times, ensuring efficient service and minimizing passenger wait times.
- Maintained a clean and organized work area, adhering to company standards and safety regulations.
- Collected and processed customer feedback to improve service quality and operational efficiency.
- Participated in team meetings to discuss service improvements and customer satisfaction goals.

## EDUCATION

Diploma in cabin crew

Nairobi Aviation college

Nairobi Kenya

Graduation Date: September 2026

- Relevant coursework: Customer Service, Communication Management, passenger handling, travel and knowledge and hospitality.

## SKILLS

### Technical Skills:

- A little bit familiar in CRM systems
- Familiar with airport operations and procedures
- Knowledge of flight tracking using Radar App in my phone
- Basic computer skills (Microsoft Office, Google Workspace,excel)

### SOFT SKILLS:

- Excellent communication and interpersonal skills
- Strong problem-solving and conflict resolution abilities
- High level of patience and emotional intelligence
- Ability to work in a fast-paced, high-pressure environment
- Strong organizational and skills

### Aviation Industry-Specific Skills:

- Knowledge of airport security and safety protocols which is in my cabin crew course book
- Understanding of passenger rights and responsibilities
- Familiarity with emergency procedures and crisis management
- Ability to handle sensitive or difficult customer situations
- Awareness of international travel regulations and customs procedures

All this aviaional skills i have learnt them in school,the cabin crew course offers the skills.

## LANGUAGES

- English
- still learning both German and french

## REFERENCES

Fanuel obuny

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