

CURRICULUM VITAE

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ADAPTABLE HOSPITALITY & ADMINISTRATIVE PROFESSIONAL

A results-driven and adaptable professional with education background in Bachelor of Science in Applied Statistics with Computing, complemented by extensive experience in hospitality, customer service and administrative roles. Proven expertise in front and back-office operations, reservations, call center support, and inventory control. Skilled in maintaining cleanliness, sanitation and organization while ensuring a comfortable and welcoming environment to enhance efficiency and service quality. A strong communicator and team player with a commitment to delivering exceptional guest and resident experiences while maintaining high standards of accuracy and organization.

SKILLS AND STRENGTHS

- ✓ Multitasking & Time Management.
- ✓ Attention to Detail.
- ✓ Data Entry & Record Keeping.
- ✓ Problem-Solving & Conflict Resolution.
- ✓ Office Administration & Clerical Support.
- ✓ Team Collaboration & Leadership.
- ✓ Adaptability & Quick Learning.
- ✓ Cash Handling & Financial Transactions.
- ✓ Health & Safety Compliance.
- ✓ Microsoft Office.
- ✓ Strong Work Ethic & Reliability.

AREAS OF EXPERTISE

- ✓ Front & Back Office Operations
- ✓ Inventory & Stock Control
- ✓ Housekeeping & Facility Management

WORK EXPERIENCE

Caregiver

Champions of Hope Nairobi

January 2023 – Present

Duties:

- ✓ Assisting with bathing, grooming, and hygiene.
- ✓ Helping with dressing and undressing.
- ✓ Supporting with toileting and incontinence care.
- ✓ Administering prescribed medications.
- ✓ Monitoring vital signs (e.g., blood pressure, blood sugar).
- ✓ Attending medical appointments and communicating with healthcare providers.
- ✓ Assisting with physical therapy exercises (as directed).
- ✓ Managing household supplies and medications.
- ✓ Providing companionship and emotional support.
- ✓ Engaging in conversation and recreational activities.
- ✓ Encouraging social interaction and mental stimulation.
- ✓ Helping maintain a routine.
- ✓ Keeping records of daily activities, symptoms, or changes in health.

Waitress & Host**Fairmont Hotels & Resorts Nairobi, Kenya****January 2022 – December 2022****Duties:**

- ✓ Welcome and seat guests, ensuring a pleasant dining experience.
- ✓ Take and relay food and beverage orders accurately.
- ✓ Provide menu recommendations based on customer preferences.
- ✓ Serve food and beverages promptly and professionally.
- ✓ Handle customer inquiries and resolve complaints efficiently.
- ✓ Assist in setting up tables and maintaining cleanliness in the dining area.
- ✓ Process customer payments and operate the POS system.
- ✓ Collaborate with kitchen and bar staff to ensure seamless service.
- ✓ Support special events and private dining arrangements.
- ✓ Train new service staff on hospitality standards and service excellence.

Housekeeping Attendant**Hilton Hotels & Resorts Nairobi, Kenya****January 2021-December 2021****Duties:**

- ✓ Clean and maintain guest rooms, public areas, and back-of-house spaces.
- ✓ Ensure high cleanliness standards in compliance with hotel policies.
- ✓ Restock room amenities and report maintenance issues promptly.
- ✓ Assist guests with special housekeeping requests and room preferences.
- ✓ Follow proper sanitization procedures to maintain hygiene standards.
- ✓ Collaborate with the front desk and maintenance team for smooth operations.
- ✓ Monitor and report inventory levels of cleaning supplies and linen.
- ✓ Adhere to health and safety guidelines to ensure a secure work environment.
- ✓ Train new housekeeping staff on standard procedures and protocols.

Reservations & Call Center Agent**Kenya Airways Nairobi, Kenya****January 2019-December 2020****Duties:**

- ✓ Assisted customers with flight bookings, cancellations, and modifications.
- ✓ Provided information on fares, baggage policies, and travel regulations.
- ✓ Resolved customer complaints and escalated complex issues to management.
- ✓ Managed multiple booking platforms and maintained accurate data entry.
- ✓ Ensured excellent customer service through phone, email, and online chat.
- ✓ Collaborated with airport staff to coordinate passenger services.
- ✓ Handled group reservations, special requests, and corporate bookings.
- ✓ Processed refunds, rebooking and fare adjustments for customers.
- ✓ Assisted passengers with loyalty program inquiries and benefits.
- ✓ Conducted follow-ups to ensure customer issues were fully resolved.
- ✓ Coordinated with travel agents to manage bulk ticket sales.

ACADEMIC QUALIFICATION

- ❖ Degree Certificate (Bachelor of Science)
- ❖ High School Certificate (Advanced level)
- ❖ Certificate in Microsoft Office Applications.
- ❖ Certificate for fire and Safety.
- ❖ Certificate for first aid.
- ❖ Role based training foundation certificate.

REFEREE

Available upon request.