

ALEX LESHAO KAISEYIE

Concierge and Social Work Professional

CONTACT

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Nationality : Kenyan

EDUCATION

DIPLOMA IN SOCIAL WORK
MAASAI MARA UNIVERSITY –
2018

**DIPLOMA IN MASS
COMMUNICATION**
MULTIMEDIA UNIVERSITY OF
KENYA – 2016

VALID DRIVING LICENSE
CLASS B, C, C1 - 2018 (8 YEARS
EXPERIENCE)

**KENYA CERTIFICATE
SECONDARY EDUCATION**

LANGUAGES

- English (Fluent)
- Kiswahili (Fluent)

CAREER OBJECTIVE

Experienced concierge and social work professional with over 8 years of combined expertise in delivering exceptional customer service, resolving client issues, and ensuring enjoyable guest experiences. Skilled in managing front desk operations, maintaining client privacy, and assisting with complex tasks. Transitioned into social work, providing counselling, psychosocial support, and community program coordination. Adept at collaborating across departments and supporting diverse populations with a trauma-informed approach.

PROFESSIONAL EXPERIENCE

**Social Work and Engagement Officer | Narok County
Government | January 2016 – Present**

- Provide individual and group counseling to clients experiencing depression, anxiety, and PTSD, utilizing a trauma-informed approach.
- Participate in clinical supervision and interdisciplinary case conferences to enhance coordinated care.
- Offer emotional support to patients and families navigating complex medical decisions and crises.
- Lead community-based initiatives focusing on planning, mobilization, and engagement, especially with youth and marginalized groups.
- Manage financial aspects including record-keeping, payments, and budget monitoring for community programs.
- Organize events such as sensitization forums, cultural showcases, and wellness drives.
- Collaborate across departments to implement integrated social, health, and economic interventions.
- Prepare detailed reports and maintain case files in accordance with government standards.

**Concierge | Elite Hire Company, Mombasa | January 2021 –
December 2023**

- Delivered exceptional customer service by warmly greeting clients and guests, ensuring a welcoming and professional atmosphere.
- Managed front desk operations including visitor registration, issuing access badges, and coordinating appointments.

RELEVANT SKILLS

Individual & Group Counseling

Psychosocial Support

Community Engagement & Mobilization

Program Coordination

Budget Tracking & Financial Reporting

Report Writing & Case Documentation

Stakeholder Collaboration

Interdisciplinary Case Management

Customer Service Excellence

Client Issue Resolution

Maintaining Privacy & Confidentiality

Assisting Clients with Complex Requests

Front Desk & Visitor Management

- Assisted clients with difficult tasks and special requests, enhancing their overall experience.
- Maintained client privacy and confidentiality at all times.
- Resolved client issues promptly and effectively, ensuring satisfaction and a smooth stay.
- Coordinated with security and maintenance teams to uphold safety and facility standards.
- Maintained accurate records of daily operations and incident reports.
- Supported emergency procedures, including evacuations and first response actions.
- Worked to make each hotel stay enjoyable by anticipating client needs and providing personalized assistance.

Concierge | Secureline Security, Nakuru | January 2014 – December 2016

- Welcomed and assisted clients, visitors, and staff with professionalism and courtesy.
- Provided excellent customer service to enhance visitor experience.
- Managed front desk operations including logging visitor details, issuing access badges, and handling incoming calls.
- Assisted clients with complex or difficult tasks, ensuring smooth interactions.
- Maintained strict client privacy and confidentiality.
- Responded to client inquiries and directed them to appropriate services or departments.
- Resolved client issues quickly to maintain satisfaction and trust.
- Coordinated with security personnel to maintain safe and orderly environments.
- Supported emergency response protocols including evacuation procedures and reporting

PROFESSIONAL TRAINING

Introduction to Community Development – AMREF Health Africa (2023)

REFERENCES

Available Upon Request