

LEONIDA MULEI

Phone: 0700515532

Email: iamgodmafashoo@gmail.com

Location: Kitengela, Kenya

## PROFESSIONAL SUMMARY

Friendly, reliable, and hardworking individual seeking a position in the hotel industry. Experienced in customer service, teamwork, and administrative support, with strong communication skills and the ability to work efficiently in a fast-paced environment.

## WORK EXPERIENCE

Intern

Boy With a Ball Kenya

Assisted with data entry and record keeping

Supported administrative and community programs

Maintained confidentiality of beneficiary information

Worked collaboratively with team members

Volunteer

St. John Ambulance

Assisted in first aid and emergency response activities

Supported community health and safety initiatives

Worked effectively under pressure

## EDUCATION

Primary School

Milimani Academy

2012 – 2018

Marks: 348

Secondary School

Misyani Girls

2019 – 2021

Secondary School

Kitengela Magereza Mixed High School

2021 – 2022

Grade: D+

Certificate

Karen Technical Training Institute for the Deaf

2023 – 2025

Certificate in Social Work and Community Development

Kenyan Sign Language (KSL)

Certificate

## SKILLS

Customer service and guest relations

Front office and reception support

Housekeeping and cleanliness standards

Kenyan Sign Language (KSL)

Communication and interpersonal skills

Teamwork and time management

Ability to work flexible hours

## CERTIFICATIONS

Certificate in Social Work and Community Development

Kenyan Sign Language (KSL)

St. John Ambulance Training

#### REFEREES

Ann Muriuki

Supervisor / Referee

Phone: +254 700 486237

Leonida Mulei

Kitengela, Kenya

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Email: iamgodmafashoo@gmail.com

6th January,

Dear Hiring Manager,

I am writing to express my interest in the work at your esteemed hotel. With a strong background in customer service, community engagement, and administrative support, I am

confident in my ability to contribute positively to your team and provide exceptional service to your guests.

During my internship at Boy With a Ball Kenya and volunteer work with St. John Ambulance, I developed excellent interpersonal and organizational skills. I am trained in Kenyan Sign Language (KSL) and have a certificate in Social Work and Community Development, which allows me to communicate effectively and provide attentive, empathetic service to diverse guests.

I am enthusiastic about joining your hotel and contributing to creating a welcoming and enjoyable experience for all guests. I am confident that my dedication, reliability, and ability to work efficiently in a fast-paced environment make me a strong candidate for this position.

Thank you for considering my application. I have attached my CV for your review and would welcome the opportunity to discuss how my skills and experience align with your needs.

Sincerely,

Leonida Mulei.