

## **CURRICULUM VITAE**

**Lindah Makena Gitobu**

**Nationality: Kenyan**

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**Address: P.O. BOX 37 Nkubu**

**Gender: Female**

**Date of Birth: 17/03/2002**

**Religion: Christian**

**ID Number: 40068325**

### **PERSONAL PROFILE**

I am a dedicated hospitality and aviation professional with a strong passion for customer service, guest relations, and event hosting. My expertise in front office operations and airline customer care allows me to create memorable guest experiences while maintaining high standards of service, safety, and efficiency. I'm a mental health advocate, as well as venturing into Agripreneurship based in Meru county, and community outreach programs.

### **KEY SKILLS**

Guest Relations & Customer Service Excellence

Writing, reading, graphic design

Event Hosting & Coordination.

Front Office & Reception Handling.

Food & Beverage Service.

Aviation Security Awareness & Safety.

Crisis & Conflict Resolution.

Professional Grooming & Public Presence.

Effective Communication & Teamwork.

Multitasking & Time Management.

## **EDUCATION BACKGROUND**

2024 - 2025 – Kenya Aeronautical College | Diploma in Cabin Crew. Potential Graduate.

2021 - 2024 – Mount Kenya University, Thika Main Campus | Diploma in Hospitality & Hotel Management. Graduate

2017 - 2021 – Makuri Girls' High School, Chogoria | Secondary School Education

2007 - 2016 – Mwichiune Learner's Academy, Meru County | Primary School Education

## **WORK EXPERIENCE**

### **Fairmount safari club Nanyuki**

Hostess position (Easter weekend 2025).

### **Nokras Riverine Hotel and Spa, Sagana ( May 2024- August 2024)**

Front desk Hostess

### **CityBlue Creekside, Mombasa (Jan – April 2022, Attachment)**

Front desk, food & beverage service, including restaurant, bar, and banqueting. Hostessing, front office operations

hosting and managing events across corporate, community, and religious sectors, specializing in customer service and communication. My roles have included providing exceptional service, coordinating logistics, and maintaining clear communication with stakeholders to ensure smooth event execution. I am skilled in engaging with diverse audiences and adapting to various environments, ensuring a positive and professional representation of the organizations I work with.

## **ACHIEVEMENTS**

### **Outreach and Communication committee, Books and Trunks Initiative**

#### **Month Year – Present**

Engage in community outreach by promoting literacy in rural areas through book donations and interactive reading sessions. Actively participate in organizing educational events, engaging children through storytelling, games, and reading activities that inspire a love for books and learning.

Social Media Manager Naanyu initiative a community-based organization dedicated to empowering boys and girls through comprehensive education and mentorship programs.

Successfully hosted major events, including a fashion show at Nightfall Park, Thika.

Actively involved in mental health advocacy at Nokras Riverine to support employee well-being.

## **INTERESTS & HOBBIES**

Hosting & Event Management - coordinating events and engaging audiences.

Traveling & Cultural Experiences – exploring new places and connecting with diverse cultures.

Networking & Socializing – building professional relationships in hospitality and aviation.

Charity Work & Community Service – Committed to supporting vulnerable communities and youth empowerment.

Social Media Marketing & Content Creation – Skilled in digital branding and promotional campaigns.

## **FUTURE PROSPECTS**

Looking ahead, I aim to further develop my expertise in event management, customer service, and communication by taking on leadership roles that involve

strategic planning and coordination of large-scale events. I aspire to expand my skill set in event marketing and stakeholder management while contributing to the growth and success of organizations through effective communication, innovation, and exceptional service delivery.

To be part of a dynamic hospitality and aviation team, delivering exceptional customer experiences.

To enhance my customer service, event hosting, and guest relations skills in a professional setting.

To be a face of a company or organisation, branding and influencing.

Venture more into Agripreneurship and beyond.

## **ADDITIONAL INFORMATION**

I have actively participated in charity events, including visiting children's homes and supporting students in need. I am also an advocate for mental wellness among young people, particularly within university spaces. My experience in event hosting, brand promotions, and digital marketing has helped me build confidence, adaptability, and a strong public presence.

## **REFEREES**

### **1. Madam Murugi**

**Fairmount Safari Club Nanyuki**

**Tel: +254723208452**

### **2. Mr. Kang'ara – Lecturer, Mount Kenya University**

**Tel : +254 724 614281 | Location: Thika**

**3. Mr. Nyamari Mogaka Eddy Food & Beverage Manager, CityBlue Creekside**

**Tel: +254 733 762954**

**Mombasa**

**4. Madam Fridah – HR Manager, Nokras Riverine Hotel & Spa**

**Tel: +254 726 293248 | Location: Sagana**

**5. Michael Kishoyian – Chairperson, African Child Against FGM**

**Tel : +254 706 587563 | Location: Nairobi**

**6. Mr. Alois Mugambi – English & Literature Teacher, Chiakariga Girls' High School**

**Tel: +254 727 573663 | Location: Tharaka Nithi**

**7. Madam Medina – Lecturer, Kenya Aeronautical College**

**Tel: +254 704 617771**