

MAXWELL KARANI KAITHIMA

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Nationality: Kenyan

PROFESSIONAL PROFILE

I am an enthusiastic and customer-focused Hospitality and Tourism Management professional with hands-on experience in front office operations, food and beverage service, housekeeping, and store operations across leading Kenyan resorts. Adept in delivering exceptional customer and guest experiences, with strong skills in communication, teamwork, and multitasking. Proficient in hospitality software including Opera, Oracle, and PMS systems. Driven to contribute positively to the growth of dynamic customer service and hospitality teams.

KEY SKILLS

Customer service skill, Cashiering & Night Auditing, Housekeeping Standards & Procedures, Food & Beverage Service, Inventory & Store Management, Microsoft Office (Word, Excel, PowerPoint), Hospitality Systems: Opera, Oracle, PMS, Attention to Detail & Time Management, Effective Communication & Teamwork

PROFESSIONAL EXPERIENCE

Kitilo Executive Transfers - Intern

Admin Support Specialist

Aug 2025 - November 2025

- Providing administrative and operational support to ensure efficient coordination of executive transfer services.
- Managing client bookings, schedules, and communications to deliver timely and professional transport solutions.
- Coordinating with drivers and management to align service delivery with client expectations.
- Preparing and maintaining accurate records of trips, invoices, and performance reports.
- Handling correspondence, phone calls, and inquiries while maintaining a high level of confidentiality and professionalism.
- Supporting the management team in day-to-day operations, planning, and logistics.
- Monitoring service quality and addressing client feedback to enhance customer satisfaction.
- Assisting in developing and implementing administrative procedures to improve workflow efficiency.

Azizi Luxury Safaris - Intern

Tour Consultant

Aug 2025 - November 2025

- Designing and promoting customized safari itineraries and luxury travel experiences across Kenya and East Africa.
- Engaging with clients to understand their travel interests, preferences, and budgets to create personalized safari packages.

- Handling client inquiries, preparing quotations, and converting leads into successful bookings.
- Coordinating reservations with hotels, lodges, airlines, and ground operators to ensure seamless travel arrangements.
- Preparing detailed itineraries and travel documents with accuracy and timely communication.
- Collaborating with marketing and operations teams to improve safari products and maintain high service standards.
- Managing client relationships before, during, and after travel to ensure satisfaction and repeat business.
- Keeping updated on destination trends, new properties, and industry insights to provide expert travel recommendations.

Front Office Department - Intern

PrideInn Paradise Beach Resort and Spa, Mombasa

June 2024 – October 2024

- Served as a receptionist, handling guest check-ins and check-outs efficiently using Opera PMS.
- Processed guest payments and managed billing tasks as a cashier.
- Performed night audit duties, reconciling daily transactions, and reporting discrepancies.
- Delivered high levels of customer satisfaction through prompt and courteous service.

Food & Beverage Service and Housekeeping Departments - Attachee

Sweet Lake Resort – Superior Hotels, Naivasha

May 2023 – August 2023

- Supported the food and beverage service team during events, banquets, and daily restaurant operations.
- Maintained hygiene standards and guest room upkeep in the housekeeping department.
- Assisted in providing a warm and comfortable guest experience across various touchpoints.

Multi-Departmental Rotation - Attachee

Lossesia Resort, Samburu County Kenya

May 2022 – August 2022

- Rotated across the front office, housekeeping, food & beverage service, kitchen, and store departments.
- Developed a well-rounded understanding of hospitality operations and inter-departmental collaboration.
- Maintained stock records and assisted in kitchen preparation and service coordination.

EDUCATION

Pwani University, Kilifi, Kenya

Bachelor of Science in Hospitality and Tourism Management (Second Class Honours – Upper Division)
2020 – 2024

Nkubu High School, Meru, Kenya

Kenya Certificate of Secondary Education (KCSE)

2016 – 2019

Grade: C+

Ntonyiri Primary School, Kenya
Kenya Certificate of Primary Education (KCPE)
2008 – 2015
Marks: 350

HOBBIES & INTERESTS

Swimming. Listening to Music, Watching Football & Reading Novels

REFERENCES

Dr. Anthony Pepela
Lecturer, Pwani University
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Gasper Gafumbe
Food and Beverage Manager, Lossesia Resort
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I declare that this information is true to the best of my knowledge.