

CURRICULUM VITAE

GEORGE OBUCHERE KILONGO

Nairobi, Kenya

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PROFESSIONAL SUMMARY

Disciplined and dependable professional with hands-on experience in customer service, security, and maintaining organized work environments. Skilled in assisting customers, handling transactions, stocking, and ensuring smooth store operations. Strong communication skills, team collaboration, and adaptability in busy supermarket, hotel, or retail settings. Committed to delivering excellent customer experiences while supporting operational efficiency.

KEY SKILLS

- Customer Service & Client Assistance
- Sales Support & Product Knowledge
- Cash Handling & Point-of-Sale Operations
- Stocking, Shelving & Inventory Management
- Conflict Resolution & Problem-Solving
- Team Collaboration & Independent Work
- Time Management & Punctuality
- Health & Safety Awareness
- Physical Fitness & Alertness
- CCTV & Security Monitoring

WORK EXPERIENCE

Security Guard – Bellevue Big Square (Hotel Section)

Nairobi, Kenya

June 2024 – December 31, 2024

- Ensured safety of customers and staff while monitoring hotel and restaurant premises.
- Controlled entry points and screened guests entering the facility.
- Responded to security concerns calmly and professionally.
- Worked closely with hotel and restaurant staff to maintain an orderly and safe environment.
- Supported customer service by guiding guests and assisting during peak hours.

Customer & Security Assistant (Flexible Role)

Lavington Hotel – Nairobi, Kenya

April 2024 – November 2024

- Assisted guests with inquiries and ensured smooth check-ins while maintaining security.
- Monitored premises to prevent unauthorized access and ensure safety.
- Managed visitor access and maintained activity logs.
- Handled emergency situations with calmness and professionalism.
- Supported operational tasks such as guiding customers and maintaining organized spaces.

Security & Customer Support Attendant (Contract)

Sierra Brewery – Nairobi, Kenya

September 2023 – December 2023

- Managed entry points and monitored compliance with safety protocols.
- Assisted customers while maintaining a secure environment.
- Helped prevent loss and ensured smooth operations in a busy environment.
- Collaborated with team members to maintain order and service efficiency.

EDUCATION

National Industrial Training Authority (NITA)

Certificate, Floor Tiling (2022 – 2023)

Kapkoren Secondary School
Kenya Certificate of Secondary Education (KCSE) (2018 – 2021)

Mogoon Primary School
Kenya Certificate of Primary Education (KCPE) (2009 – 2017)

PROFESSIONAL TRAINING & CERTIFICATIONS

- Customer Service Skills
- Certified Security Guard Training
- First Aid & Fire Safety Training

LANGUAGES

- English – Fluent
- Kiswahili – Fluent

REFEREES

Lydia Chepkemboi – Sierra Brewery
+254 724 788 454

Benard Musalia – Lavington Hotel
+254 725 582 173