

# KEVIN ANYONA



Nairobi, Kenya ◆ +254 758 810758 ◆ anyonakevinn2020@email.com

## PROFESSIONAL SUMMARY

Organized Hotel Housekeeper possessing in-depth knowledge of cleaning chemicals and proper applications. Well-versed in job-related equipment operations. Detail-oriented and meticulous individual with 4+ years of experience cleaning vacant and used rooms, managing guest supplies and maintaining housekeeping cart. Proven leadership, management and training skills. Familiar with proper use of all cleaning materials.

## SKILLS

- Room turnover
- Safety Monitoring
- Safe Chemical Handling
- Cleaning techniques
- Surface sanitation
- Guest Relations
- Supply Management
- Stain removal expertise
- Bed making proficiency
- Furniture polishing techniques
- Chemical handling knowledge
- Laundry expertise

## WORK HISTORY

**Housekeeping Attendant**, 03/2023 - 12/ 2024

**Hamad Medical Cooperation**– Doha, Qatar

- Managed a process re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 10 departments and cut down paperwork by 75%.
- Optimized room supply restocking process by analyzing usage patterns and implementing just-in-time restocking strategy; reduced excess inventory by 30% and saved 2 hours per week on restocking tasks. • Implemented efficient cleaning procedures and trained 15 staff members on new protocols, resulting in a 20% decrease in room turnover time and a 15% increase in guest satisfaction scores.
- Managed inventory of cleaning supplies, consistently achieving a cost savings of 10% by negotiating with vendors and optimizing stock levels to meet demand.
- Maintained clean and comfortable environments in commercial buildings by vacuuming, cleaning windows, and dusting.
- Operated electronic backpack vacuums and floor sweepers.  
Hand-dusted and wiped down office furniture, fixtures, and window sills to keep areas clean and comfortable.

**Head Housekeeper**, 02/2018 - 06/2020

**Luxury Resort & Spa** – Nairobi, Kenya

- Developed effective inventory management systems for linens, cleaning supplies, and guest amenities. Improved overall guest satisfaction by maintaining impeccable cleanliness and organization of all hotel areas.
- Revised standard operating procedures as needed, keeping up-to-date with industry best practices for optimal performance results.
- Managed laundry sorting, washing, drying, and ironing.
- Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.
- Trained and mentored all new personnel to maximize quality of service and performance.
- Participated in quality assurance reviews, implementing changes as needed to improve overall service and guest satisfaction.
- Managed scheduling of housekeeping staff, minimizing overtime expenses while maintaining quality service levels.

**Cleaning Crew Member** , 02/2012 - 07/2019 **Kamel Park Hotel** – Nairobi, Kenya

- Enhanced cleanliness standards by consistently maintaining a well-organized and efficient cleaning routine.
- Increased customer satisfaction by providing exceptional service and exceeding expectations in cleanliness.
- Consistently met deadlines for daily cleaning projects, contributing to operational efficiency within the organization.
- Supported inventory management by keeping track of supplies used during daily tasks, ensuring availability when needed.
- Adapted quickly to various workplace settings, including commercial spaces, offices, and residential properties as required by clients' needs.
- Promoted eco-friendly practices by utilizing environmentally friendly products and waste reduction strategies where possible.
- Maintained a safe working environment through the careful use of equipment and adherence to safety protocols.
- Collaborated effectively with other crew members for efficient completion of assigned tasks.
- Reduced complaints from clients by addressing their specific cleaning requests and preferences.

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## EDUCATION

**Bachelor of Arts**: Hospitality Management, 05/2015

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## **ACCOMPLISHMENTS**

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- Best Housekeeping Service Award Led the team to win the prestigious award in 2021 for exceptional service and cleanliness.
- Eco-Friendly Initiative Implementation Successfully implemented a green cleaning program

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## **CERTIFICATIONS**

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- Eco-Friendly Cleaning Certification Certification focusing on sustainable and environmentally friendly cleaning practices, from Moi University.
- Advanced Hospitality Management Covering the latest trends and strategies in hospitality management, offered by eCornell.
- Efficient Inventory Management Course on optimizing inventory levels and reducing waste, provided by the Hospitality Industry Training Organization

Date: 26-Dec-2024

## Certificate of Service

**Mr. Kevin Anyona Obara**, holding a **Kenya** passport number **AK1176690** was employed by Facilities Management & Maintenance Company, L.L.C. as **Janitor** from **15-Sep-2023** to **25-Dec-2024**.

This certificate has been issued to **Mr. Kevin Anyona Obara** upon his request with no liability to FMM.

The FMM management would like to wish **Mr. Kevin Anyona Obara** all the best in his future endeavors.

**Yours faithfully,**

**For and on behalf of**  
Facilities Management & Maintenance Company, L.L.C.

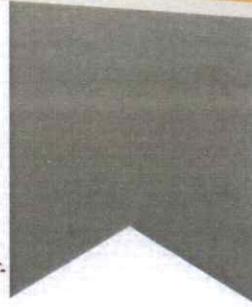


**Patrick Ishac**  
Senior HR Manager





**Trustworthy & Reliable Team**  
We do this Everyday



**fmm**  
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This

# **Employee of the Month Award**

is hereby given to

## **Kevin Anyona Obara**

For being a reliable team member and for consistently showing quality performance to Facilities Management & Maintenance Company, LLC. This Employee of the Month Award is hereby given this APRIL 24 at Doha, Qatar.

**LLUIS ARNAN**  
Sr Project Manager (Non-HIA)

**PATRICK ISHAC**  
Sr HR Manager



**ENG. IRENE VIDAL**  
Chief Executive Officer

# CERTIFICATE OF ATTENDANCE

خدمات الصحة النفسية  
Mental Health Service



This is to certify that

## Kevin Anyona

has successfully completed the Facility Orientation Session conducted last July 11, 2024 in Treatment and Rehabilitation Center at Um Slal, Qatar.

Given this 21<sup>st</sup> day of July 2024 at the Treatment and Rehabilitation Center at Um Slal, Qatar.

**Ms. Ruby May Barquilla**

A/ Nurse Educator 1  
Mental Health Service  
Hamad Medical Corporation

**Mr. Glen Francis Garcia**

Acting Director of Nursing – Education  
Mental Health Service  
Hamad Medical Corporation



# CERTIFICATE OF ATTENDANCE

خدمات الصحة النفسية  
Mental Health Service



This is to certify that

## Kevin Anyona

has successfully completed the **Safety Briefing Session** conducted last July 11, 2024  
in Treatment and Rehabilitation Center at Um Slal, Qatar.

Given this 21<sup>st</sup> day of July 2024 at the Treatment and Rehabilitation Center at  
Um Slal, Qatar.

**Ms. Ruby May Barquilla**  
A/ Nurse Educator 1  
Mental Health Service  
Hamad Medical Corporation

**Mr. Glen Francis Garcia**

Acting Director of Nursing – Education  
Mental Health Service  
Hamad Medical Corporation



# CERTIFICATE OF ATTENDANCE

خدمات الصحة النفسية  
Mental Health Service



This is to certify that

## Kevin Anyona

has successfully completed the **Mental Health Awareness Session** conducted last  
July 11, 2024 in Treatment and Rehabilitation Center at Um Slal, Qatar.

Given this 21<sup>st</sup> day of July 2024 at the Treatment and Rehabilitation Center at  
Um Slal, Qatar.



**Ms. Ruby May Barquilla**

A/ Nurse Educator 1  
Mental Health Service  
Hamad Medical Corporation



**Mr. Glen Francis Garcia**

Acting Director of Nursing – Education  
Mental Health Service  
Hamad Medical Corporation



Safety Management Services Department

# CERTIFICATE OF ATTENDANCE

This is to certify that

**Kevin Anyona**

Has attended the English Session

## Fire Safety Orientation Training 2024

Conducted at USTRC, Villa # 07, 1st Floor on 11/07/2024

Topics: The HMC Fire Safety Related Plans and Policies | Vital Elements addressed in Fire Safety and Prevention | Effects of Mismanaged Fire | The Principles of Fire Safety| Overview of Fire Risk Assessment | The Concept of Fire Warding, Roles and Responsibilities



**Hemakumar Purushothaman**

Instructor