



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.

EDUCATION

Bachelor of Arts: Hospitality Management, 05/2015

ACCOMPLISHMENTS

- 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

CERTIFICATIONS

- 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,

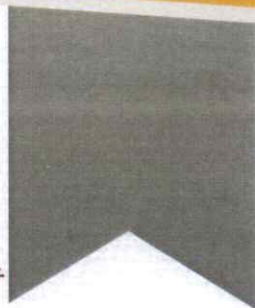
For and on behalf of
Facilities Management & Maintenance Company, L.L.C.

Patrick Ishac
Senior HR Manager





Trustworthy & Reliable Team
We do this Everyday



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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 21st 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 21st 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 21st 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

