

JAMES MUKHWANA MULILO

Personal details

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Address: P.O Box 29332-00625 Nairobi
Languages: English & Swahili

Professional Summary

I am a friendly and customer service officer with a passion for retail, reliable Security and business. My studies and previous work experience have all been in this area, and I am currently looking to progress my career in a more challenging role. I have excellent communications skills which have enabled me to build strong relationship with customers, colleagues and visitors. I have previous managed numbers of projects to a successful outcome, and I have the excellent ability to supervise, manage and motivate other team members.

Key Skills

- Physical Security Operations & Compliance
- Customer Service & Client Relations
- MS Office (Word, Excel, PowerPoint, Access)
- Team Leadership & Reporting
- Time management and accessibility

Achievements

- Reduced workplace safety incidents by 50% through enhanced security protocols at Bob Morgan Services Ltd.
- Ensured 100% incident resolution without escalation through proactive response and communication.
- Managed safety and access control for over 100 daily visitors with zero breach incidents.

Professional Experience

Gardener & Pool Maintenance Technician | Ms. Veronique Geoffroy Residence, Kileleshwa

Aug 2021 – Jul 2022

- Maintained gardens, lawns, and pool facilities to high safety and hygiene standards.
- Inspected pumps, chlorinators, and filtration systems for smooth operation.
- Clean and maintain swimming pool in a safe and sanitary condition.

Security Officer | Bob Morgan Services Ltd, Nairobi

May 2019 – Aug 2021

- Monitored and patrolled premises to prevent unauthorized access and detect potential threats.
- Supervised shift schedules and coordinated with management on security concerns.
- Led implementation of security technologies and best practices to reduce incidents.

Security Officer | Securex Agencies (K) Ltd, Nairobi

Apr 2010 – Apr 2019

- Protected assets and personnel, enforcing security protocols and access control.

- Conducted patrols and investigations of incidents, ensuring accurate reporting.
- Supervised guards during high-profile events, maintaining professional standards.

Customer Attendant | Khetias Draper's Supermarket, Bungoma

Dec 2008 – Feb 2009

- Assisting customers with inquiries and product information.
- Handling customer complaints and returns professionally
- Stocking shelves, arranging products, and maintain visual merchandising standards.

Education

- Institute of Certified Studies College – Certificate in Information and Communication Technology (2020 – 2022)
- Ebenezer Info College, Nairobi – Certificate in Computer Applications (2015)
- Friends Secondary School, Lwanda – Kenya Certificate of Secondary Education (2008)
- Khelela Primary School, Bungoma – Kenya Certificate of Primary Education (2004)
- Valid Driving License: Class A2,B, B1 & C1

Hobbies and Interests

- Blogging
- Travelling
- Community involvement
- Learning new computer programs

Referees

Aggrey Simiyu

Human Resource Department, Wells Fargo Courier, Kenya Ltd.

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James Foster

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