

CURRICULUM VITAE

PROFILE

NAME	Gideon Otworì Nyang'au
SEX	Male
DATE OF BIRTH	7 th March 1978
NATIONALITY	Kenyan
PASSPORT NO.	A076404
MARITAL STATUS	Married
LANGUAGES	English, Swahili,
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CAREER OBJECTIVE

Dynami, results-oriented professional with over 12 years of hands on experience and visible achievements as billeting / house keeper warehouse and costomer care and committed to excellence. To obtain a challenging position that will allow me to best utilize my experience, skills and knowledge.

PERSONAL ATTRIBUTES

- Ability to perform independently, consistently under pressure in a varied environment with minimum supervision.
- Ability to utilize sound judgement in problem solving, good decision making and providing solutions.
- Good team player with good organization and motivation skills.

WORKING EXPERIENCE

FLOUR GOVERNMENT GROUP 2020 – May 2021

POSITION – BILLETING TECHNICIAN II

Duties and responsibilities:

- Key control
- Assigning clients living area
- Doing monthly audit of room occupancy
- Escorting maintenance people to rooms
- Issuing beddings to clients
- Monitoring the occupancy and reporting to both military and billeting management office.
- Advising clients on where they can get services offered by our company
- Ordering equipments and necessary stuff from materials.
- Checking in clients and checking them out
- Closing work orders on a daily and monthly basis

FLOUR GOVERNMENT GROUP 2018 to 2019

POSITION – BILLETING LABOR

Duties and responsibilities:

- Police call within the billeting area
- cleaning rooms whenever the clients checks out
- moving and assembling furniture whenever there is need
- Cleaning hallways and staircase
- Picking up trash and moving it to main dumpster
- Clearing snow from doorsteps and applying ice breaker
- Taking care of laundry that has been used by clients.
- Pulling up weeds around the billeting living area

FLOUR GOVERNMENT GROUP 2018-2019

POSITION – LAUNDRY ESCAP

Duties and responsibilities:

- Receiving laundry from clients
- Issuing them with receipts for their laundry
- Sorting the laundry and putting the sorted laundry in machines for washing.
- Changing laundry from washing machine to dryers to dry
- Folding the laundry and arranging it back to laundry bag
- Arranging the laundry into selves as per the number on the laundry bags
- Issuing the clients back their laundry
- Cleaning the machines and the laundry facility
- Advising clients on when they can pick up their laundry after drop off

JACARANDA HOTEL – KENYA 2016 – 2017

POSITION – BILLETING COORDINATOR/HOUSEKEEPER

Duties and responsibilities:

- Coordinating and leading daily operations of billeting ensuring all standards are met.
- Providing high quality service to the customers.
- Receiving and checking – in the customers and thereafter relocating them required billets (rooms).
- Checkins out the visitors, inspecting and making sure that the rooms are well prepared/cleaned before the next assignment
- Ensuring resources are applied to achieve highest standard of services in accordance with client's specifications.
- Overseeing general cleaning process to verify proper hygiene
- Implement and monitor company's and client's hygiene.
- Receiving and executing customers' requests.
- Notifying service order desk regarding issues.
- Escorting the maintenance and other personnel to applicable location
- Ensuring prompt customer solutions.
- Performing routine safety and cleanliness checks of living quarters
- Updating vacancy / occupancy rates database and prepare daily reports
- Provide courtesy and friendly customer services
- Performing key control responsibility
- Carrying out monthly inspection in the living quarters and reports all the discrepancies to the contracting officer
- Checking in and out of the personnel
- Coordinating temporary or permanent living quarters for client and other civilian contractors
- Ordering and maintaining and account for proper inventory of supplies
- Maintaining knowledge of relevant equipment, policies and procedures
- Supervising students or temporary employees during a portion of the employee's work time while in the dish room.
- Performing other duties as needed including keeping entryways clear of debris.
- Promoting accurate, timely reporting as required.

ANWAJ CATERING SERVICES HOTEL – DOHA 2013 - 2016

POSITION – FOODSERVICE

Duties and responsibilities:

- Clean the stove top as needed.
- Help the cooks with food preparation.
- Create simple food items such as salad.
- Help out in the kitchen as needed.
- Deliver food orders to customers.
- Keep the kitchen clean and orderly.
- Answer any customer questions.
- Performing preparation duties such as rinsing, peeling, slicing and dicing fruit and vegetables.

- Weighing and measuring ingredients.
- Wrapping, date-labeling and storing food items.
- Cleaning and organizing work areas, equipment, utensils and service station.

ANWAJ CATERING SERVICES HOTEL – DOHA 2010 - 2013

POSITION – HOUSEKEEPING

Duties and responsibilities:

- Coordinating and leading daily operations of billeting ensuring all standards are met.
- Providing high quality service to the customers.
- Receiving and checking – in the customers and thereafter relocating them required billets (rooms).
- Checkins out the visitors, inspecting and making sure that the rooms are well prepared/cleaned before the next assignment
- Ensuring resources are applied to achieve highest standard of services in accordance with client's specifications.
- Overseeing general cleaning process to verify proper hygiene
- Implement and monitor company's and client's hygiene.
- Receiving and executing customers requests.
- Notifying service order desk regarding issues.
- Escorting the maintenance and other personnel to applicable location
- Ensuring prompt customer solutions.
- Performing routine safety and cleanliness checks of living quarters
- Updating vacancy / occupancy rates database and prepare daily reports
- Provide courtesy and friendly customer services
- Performing key control responsibility
- Carrying out monthly inspection in the living quarters and reports all the discrepancies to the contracting officer
- Checking in and out of the personnel
- Coordinating temporary or permanent living quarters for client and other civilian contractors
- Ordering and maintaining and account for proper inventory of supplies
- Maintaining knowledge of relevant equipment, policies and procedures
- Supervising students or temporary employees during a portion of the employee's work time while in the dish room.
- Performing other duties as needed including keeping entryways clear of debris.
- Performing other duties as assigned
- Maintaining regular attendance.

STORM HOTEL – KISII 2004 – 2010

POSITION: HOUSEKEEPER

Duties and responsibilities:

- Coordinating and leading daily operations of billeting ensuring all standards are met.
- Providing high quality service to the customers.
- Receiving and checking – in the customers and thereafter relocating them required billets (rooms).

- Checkins out the visitors, inspecting and making sure that the rooms are well prepared/cleaned before the next assignment
- Ensuring resources are applied to achieve highest standard of services in accordance with client's specifications.
- Overseeing general cleaning process to verify proper hygiene
- Implement and monitor company's and client's hygiene.
- Receiving and executing customers' requests.
- Notifying service order desk regarding issues.
- Escorting the maintenance and other personnel to applicable location
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- Performing routine safety and cleanliness checks of living quarters
- Updating vacancy / occupancy rates database and prepare daily reports
- Provide courtesy and friendly customer services
- Performing key control responsibility
- Carrying out monthly inspection in the living quarters and reports all the discrepancies to the contracting officer
- Checking in and out of the personnel
- Coordinating temporary or permanent living quarters for client and other civilian contractors
- Ordering and maintaining and account for proper inventory of supplies
- Maintaining knowledge of relevant equipment, policies and procedures
- Supervising students or temporary employees during a portion of the employee's work time while in the dish room.
- Performing other duties as needed including keeping entryways clear of debris.
- In-charge of all operations and planning of day to day work flow.

TRAINING

JUNE 2011	RAS LAFFAN HSE FIRE TRAINING CENTRE
Course:	SAFETY INDUCTION TRAINING (The use of portable fire extinguishers)
JULY 2010	Sony Driving School
	Driving Course - Light & Heavy commercial vehicles

EDUCATIONAL BACKGROUND

FEB 1992 to NOV 1995	Nyaguku secondary school
Award:	Kenya Certificate of Secondary Education
JAN 1984 to NOV 1991	Nyangorora Primary School
Award:	Kenya Certificate of Primary Education

REFFEREES

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