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## Professional Summary

### *Motivated and Dependable*

Motivated and dependable service professional with over 2 years of experience in hospitality and cleaning. Competent at maintaining high standards of cleanliness, providing excellent customer service, and ensuring client comfort. Proven ability to multitask, organize, and adapt in fast-paced environments. Seeking a position where I can contribute to a compassionate, efficient, and client-centered team. Committed to professionalism, teamwork, and exceeding expectations.

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## Skills

- Patient Reception & Front-Desk Support
- Client Billing & Financial Record-Keeping
- Customer Service, Hospitality
- PPE Knowledge
- Housekeeping, Sanitation & Infection Control
- Teamwork & Professional Communication
- Time Management & Organization
- Computer Applications (Word, Excel, Internet)
- Health, Safety & Confidentiality Awareness
- Sales & Marketing
- Bilingual: English & Kiswahili

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## Professional Experience

### **Receptionist & Cleaning Attendant**

Jun. 2025 – To date

#### *Little Rock Children's Clinic- Nairobi*

- Welcome patients, manage appointments, and provide information on clinic services.
- Process billing, issue receipts, and maintain accurate patient and financial records.
- Handle calls and inquiries with professionalism and empathy.
- Uphold cleanliness and infection-control standards in all clinic areas.
- Restock supplies and ensure safe waste disposal in line with health protocols.
- Contribute to patient safety, comfort, and efficient clinic operations.

### **Hospitality & Cleaning Attendant**

Dec. 2019 – Apr. 2021

#### *Poa Place Bar and Restaurant- Narok*

- Served up to 50 guests daily, ensuring prompt, polite, and professional table service.
- Maintained accurate guest records, supporting smooth check-in/checkout processes.
- Ensured hygienic and organized lodging and dining areas, contributing to a 4.5star customer review average.
- Collaborated with team to exceed cleanliness standards, enhancing customer retention.

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## **Sales and Marketing Assistant**

Nov. 2019 – Dec. 2019

*Traveller's Water- Narok*

- Conducted door-to-door marketing, leading to a rise in local customer acquisition.
- Provided product demonstrations and educated clients on benefits, boosting client interest.

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## **Education & Training**

### **Computer Application Packages (Part 1 & 2)**

Jan. 2018 – Oct. 2018

*Flonahbass Training Institute*

- Achieved Distinction (Part 1) and Credit (Part 2) in basic office applications including Word, Excel, and internet use.

### **Home Management Certificate**

Jul. 2018

*Ajiri Dada Initiative Project*

- Trained in Child Care, Nutrition, Housekeeping, Laundry, Life Skills, Sexual & Reproductive Health, and HIV/STI Prevention.

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### **Kenya Certificate of Secondary Education (KCSE)**

Nov. 2017

*Peter Kibukosya Secondary School*

### **Kenya Certificate of Primary Education (KCPE)**

Nov. 2012

*Moi Air Base Primary School*

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## **Interests**

- Hospitality and Caregiving Support
- Reading and Creative Writing
- Socializing and Team Activities

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## **References**

Dr. Esther Nderitu

Clinical Officer – **Little Rocks Children's Clinic**

Phone: 0708 038 642

Mr. Benjamin Santian

Manager - **Poa Place Bar and Restaurant**

Phone: 0722 506 440

Mr. Collins Ochoo

Chef - **Poa Place Bar and Restaurant**

Phone: 0790 951 944

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