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SAMUEL NDOLO MUTISYA

Results-driven professional with a diverse background spanning corporate, governmental, and hospitality sectors. Adept at forging strategic partnerships, optimizing operational efficiency, and driving revenue growth through market expansion and customer relationship management. Proven expertise in front-office operations, customer engagement, and high-impact multimedia production, including live-streaming, photography, and video editing. Demonstrates exceptional skills in data management, survey coordination, and content creation, ensuring seamless workflow integration across various industries. A proactive problem-solver with a keen eye for detail, possessing strong interpersonal, communication, and leadership abilities. Committed to delivering excellence and elevating brand visibility while ensuring operational success.

Work Experience

Pollant Limited Nairobi

July 2024 – December 2024

Business Development Executive

- Manage key relationships with travel agencies and corporate clients, driving repeat bookings, and building long-term partnerships.
- Negotiate long-term contracts with travel providers, optimizing costs while improving service delivery and operational efficiency.
- Conduct in-depth market research and competitor analysis to identify emerging trends and adjust business strategies for optimal results.
- Lead the entity into new travel markets, significantly increasing the customer base and expanding business reach.
- Develop and customize travel packages for niche markets, ensuring a competitive edge and higher customer satisfaction.
- Optimize the sales pipeline by ensuring consistent follow-ups, closing deals, and achieving monthly revenue targets.
- Prepare detailed performance reports to track growth and refine sales strategies for continuous improvement and sustained success.
- Generate high-quality leads through networking, industry events, and digital marketing, consistently meeting sales targets.
- Secure strategic partnerships with airlines, hotels, and service providers, enhancing service offerings and increasing profitability.

Ministry of Lands, Housing, Physical Planning, and Urban Development

2022 – 2024

Customer care Representative and Data Management Assistant

- Accurately input, updated, and maintained critical customer data in internal databases, ensuring comprehensive and organized records for quick access and seamless retrieval.
- Collaborated across departments to resolve customer issues efficiently, ensuring that data management efforts align with broader business operations for enhanced workflow integration.
- Addressed and resolved customer complaints, providing timely and effective solutions while gathering actionable feedback to continuously improve service quality and customer satisfaction.

Survey

- Entered field data into surveying software and assisted in preparing reports and documentation for land surveys.
- Assisted in identifying, marking, and verifying land boundaries while resolving disputes and ensuring compliance with regulations.

Office of The Cabinet Secretary – Photography

- Captured high-resolution images of official events and meetings for documentation and public distribution.
- Produced professional images of the Cabinet Secretary for media, reports, and official publications, boosting the Ministry's public profile.

Christ is The Answer Ministry (CITAM)

June 2020 – 2022

Multimedia Specialist and Driver

- Developed media content strategies aligned with CITAM's mission, ensuring effective communication across various platforms.
- Managed live-streaming and video production for services and events, ensuring high-quality broadcasts for online audiences.

- Ensured proper setup, maintenance, and operation of audio-visual equipment, troubleshooting technical issues during services.
- Ensured safe and reliable transportation for church staff, volunteers, and equipment while adhering to road safety regulations.
- Conducted regular vehicle checks and maintenance, ensuring the church vehicle remained in good condition.

Diani Sea Lodge

January 2019 – April 2020

Guest Service Agent

- Provided top-tier customer service, resolving client concerns efficiently while enhancing customer engagement strategies to boost satisfaction and brand loyalty.
- Managed front office operations by handling guest check-ins, reservations, and coordinating with departments to ensure seamless service.
- Provided exceptional guest relations by addressing inquiries, resolving complaints, and enhancing customer satisfaction
- Optimized revenue through strategic upselling, accurate record-keeping, and promoting premium lodge services.

Hope Media (Hope TV)

2017 – 2018

Camera Operator and Video Editor

- Edited raw footage into polished content, applying advanced techniques, sound synchronization, and color correction.
- Collaborated with producers and directors to execute the creative vision and align the final video with the channel's standards.
- Operated cameras during live broadcasts and events, ensuring high-quality visuals and smooth transitions.
- Set up, adjusted, and maintained camera equipment, lighting, and audio gear for productions.

AREAS OF EXPERTISE AND PROFICIENCIES

- Health & Safety Compliance
- Customer Relationship Management
- Market Research and Analysis
- Reservations and Booking Management
- Data Management
- Hospitality & Etiquette
- Audio-Visual Equipment Management
- Complaint Resolution & Conflict Management
- Team Collaboration

EDUCATION

- **Bachelor's Degree in Communication**
PAC University
(2018 - Present)
- **Certificate of Food and Beverages**
Allison
(2023)
- **Diploma in Journalism & Media Studies**
Nairobi Institute of Business Studies
(2014-2016)
- **Microsoft Office Suite Certification**
Zetech College
(March 2014-April 2014)
- **Kenya Certificate of Secondary Education (KCSE)**
Muhuri Muchiri High School
(2010-2013)
- **Kenya Certificate of Primary Education (KCPE)**
Entonet Primary School
(2001-2009)

REFEREES:

Available upon request