



DIANA ONALA

Born 19th of March 2001
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CERTIFICATES

ASSOCIATIONS

LANGUAGES

Swahili
Spoken: Fluent • Written: Fluent

English
Spoken: Fluent • Written: Fluent



INTRO

Hello, I'm Diana Onala. Currently Working at Best Adventure Safaris Office performing a Receptionist Duties, hotel reservations, booking vouchers, quotations, making itineraries and sales and marketing. I'm a software developer with a passion for building secure and efficient web applications. I have experience in python, java script, and cloud computing and also has a passion on Microsoft office suite. I'm excited to learn more about the projects here and contribute my skills to the team. I'm committed to continuous learning and staying up-to -date with the latest technologies in the IT field. I'm interested in maintaining and providing an excellent customer services, enjoying fostering positive interactions and providing helpful assistance I'm also interested in maintaining a well-organized workspace and process



WORK EXPERIENCE

RECEPTIONIST
BEST ADVENTURE SAFARIS • Jan 2023 – Present

Administrative tasks. Handling customers complaints. Managing phone calls. Handling mails and deliveries. Greeting and assisting visitors in a friendly and professional manner. Hotel reservations. Booking vouchers. Quotations. Making itineraries. Planning Safaris

Receptionist
• Sep 2024 – Nov 2024

I am a dedicated and detail- oriented individual with hand-on experience in administrative, receptionist and clerical duties gained during my internship. I have developed strong organizational, communication, and multitasking skills, with the ability to handle office operations efficiently. I am a quick learner adaptable to new environments, and committed to maintaining professionalism and accuracy in all tasks. My experience has strengthened my ability to manage records, support office staff and provide excellent customer service.



EDUCATION

DICT
Nima College • Sep 2023 – Jul 2025

I am a motivated and goal- oriented diploma graduate from Nima College with hands on training experience and a strong passion for professional growth. Demonstrates excellent communication, teamwork, and problem-solving skills developed through both academic and practical learning. I am Committed to applying acquired knowledge and skills to deliver quality results, contribute to organizational success, and continue building a successful career

IT
NIMA COLLEGE • Sep 2022 – Jun 2025

I'm a graduate from Nima College
My project was under Cyber security
I also Studied at Ngong Vocational College and further went to Acacia Tree Lodge for six months internship and six months Casual which helped me in boosting and growing my customer service relation.



SKILLS

Answering telephones and call management Communication Office administration, management
Office reception Planning and scheduling Customer comfort and safety Customer service
Order handling E-mail and internet Office tools: Word, Excel, Outlook
File management and data back-up Social media usage (Facebook, Twitter, etc.)
Customer support, CRM systems Basic computer maintenance Graphical design tools Photoshop
Office supplies management Confidence Conflict and complaint resolution Internal communication
External communication Document and archive management Office catering
Installing new software Interpersonal communication Time management Typing and note taking
Written communication Word processing and office software



HOBBIES
Volunteering
Travelling
Music
Learning



LINKS



<https://www.facebook.com/share/1GMnk6cxYp/>



REFERENCES



Best Adventure safaris • Tours and travel
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