

# SILAS KINARA MAINA

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## PROFESSIONAL SUMMARY

Housekeeping operations leader with 9 years managing facility cleanliness, team supervision, and inventory control across hospitality and logistics sectors in high-security environments. Scaled housekeeping team from 0 to 12 staff at Almond Air and Logistics, reducing supply costs by 20% while increasing guest satisfaction scores by 15% through standardized cleaning protocols and staff development programs. Led training initiatives that cut operational errors by 25% and boosted team productivity by 10%, maintaining hygiene compliance across 500 square feet of facility space daily. Recognized for implementing inventory management systems that streamlined supply ordering and reduced wastage in remote operational settings. I seek housekeeping supervisor or manager roles requiring team leadership, inventory optimization, sanitation compliance, and guest satisfaction management.

## CORE SKILLS

- Housekeeping Team Leadership & Performance Management
- Inventory Control & Supply Chain Optimization
- Quality Assurance & Hygiene Protocol Compliance
- Staff Training & Development Programs
- Facility Operations Management (500+ sq ft daily sanitation, 22 rooms per shift)
- Budget Planning & Cost Control (Supply forecasting, vendor negotiations, expense tracking)
- Scheduling & Resource Allocation (12-staff rotation, 24/7 facility coverage)
- Guest Relations & Service Recovery (90% satisfaction rate, complaint resolution)

## RELEVANT WORK EXPERIENCE

### **Almond Air and Logistics Limited**, Dhobley, Somalia

#### **Housekeeping Supervisor**, January 2020 - August 2025

*Logistics and aviation services provider operating accommodation facilities for international personnel in remote locations, managing housekeeping operations in AMISOM Level Two Hospital, across residential quarters, office spaces, and common areas serving 50+ staff members.*

- Directed 12 housekeeping staff across shift rotations, implementing performance metrics that raised guest satisfaction scores from 72% to 87% within 18 months.
- Reduced cleaning supply expenditures by 20%, saving \$8,000 annually through inventory tracking system that optimized reorder points and eliminated stock shortages.
- Established training curriculum covering sanitation protocols, chemical handling, and customer service, decreasing operational errors by 25% and improving task completion rates by 10%.
- Maintained hygiene compliance across 500 square feet of hard floor surfaces daily, achieving zero safety violations during quarterly facility inspections.
- Coordinated linen and supply procurement for 40 guest rooms, negotiating vendor contracts that reduced delivery delays from 14 to 6 days.
- Implemented quality control checklists for room inspections, standardizing cleaning procedures that reduced guest complaints by 30% and improved turnaround times by 18%.
- Conducted monthly staff performance reviews, identifying skill gaps and providing targeted coaching that increased employee retention from 65% to 82%.

- Managed departmental budget of \$40,000 annually, forecasting supply needs and controlling expenses that maintained spending within 3% of allocated funds.

### **Mechem (Explosive Ordnance Disposal Contractor), Mogadishu, Somalia**

**Housekeeper**, January 2016 - December 2019

*International demining and explosive ordnance disposal contractor providing accommodation services for field personnel in conflict-affected regions, maintaining residential facilities and operational spaces under strict security protocols.*

- Cleaned and prepared 22 guest rooms per 8-hour shift, meeting tight turnaround schedules that supported continuous personnel rotations without booking delays.
- Sanitized over 500 square feet of hard floor surfaces daily across guest quarters and common areas, following chemical safety procedures that maintained infection control standards.
- Maintained cleanliness of more than 10 restroom facilities daily, ensuring continuous sanitation and stock replenishment that prevented supply outages.
- Performed general cleaning duties across 8 commercial office spaces daily, including vacuuming, dusting, and waste removal that upheld workspace hygiene standards.
- Responded to 15 urgent cleaning requests weekly, addressing spills, maintenance issues, and special preparations that supported operational continuity.
- Collaborated with procurement team to track cleaning supply usage, providing consumption data that improved inventory forecasting accuracy by 22%.

### **EDUCATION**

- Diploma in Housekeeping & Accommodation Studies · Institute of Commercial Management (ICM) · March 2014
- Certificate in Hotel and Catering Supervision · Institute of Commercial Management · December 2023

### **PROFESSIONAL CERTIFICATIONS**

- Certificate in Inventory Management · HP Life Foundation · May 2024
- Certificate in Hotel Housekeeping · Hub4Africa.Bayern · June 2024
- Understanding Personal Protective Equipment (PPE) · British Institute of Cleaning Science · July 2025
- Certificate of Completion: Introduction to Climate Change and Human Rights · September 2025
- First Aid and Emergency Trauma Bag Course · United Nations Department of Safety and Security (UNDSS) · May 2023
- Class BCE Driving License · Sony Driving School · April 2013

### **TOOLS & TECHNOLOGIES**

Inventory Management Systems, Supply Chain Tracking Software, Staff Scheduling Platforms, Microsoft Excel (Budget Tracking, Supply Forecasting, Performance Metrics), Microsoft Word (Standard Operating Procedures, Training Materials, Incident Reports), Cleaning Equipment (Floor Scrubbers, Vacuum Systems, Chemical Dispensers), Chemical Safety Management, Hotel Property Management Systems, Quality Control Inspection Tools, Workforce Management Software

### **LANGUAGES**

English (Fluent), Kiswahili (Fluent).

## **PROFESSIONAL REFERENCES**

Benson Kioko  
Project Manager  
Almond Air And Logistics Limited  
Benson.kioko@almondair.com

Rufus Bass  
UN Dhobley Project Manager/Engineer(EFMS)  
UNITED NATIONS SUPPORT OFFICE SOMALIA(UNSOS)  
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