

# **JAMES OTIENO**

## **Facilities Operations & Housekeeping Team Leader**

Phone: 71859886 | Email: jamesotieno271@gmail.com | Location: Qatar

### **PROFESSIONAL SUMMARY**

Facilities operations professional with experience in airport housekeeping, laundry supervision, and team leadership, supported by a background in graphic design. Proven ability to supervise staff, manage daily operations, maintain hygiene and safety standards, and support service excellence in high-traffic airport environments. Strong organizational, reporting, and communication skills.

### **CORE SKILLS & KEYWORDS**

- Facilities Management
- Airport Operations
- Housekeeping Supervision
- Team Leadership
- Staff Scheduling
- Quality Assurance
- Hygiene & Sanitation Standards
- Health and Safety Compliance
- SOP Implementation
- Laundry Operations
- Inspection & Reporting
- Training & Onboarding
- Customer Service Excellence
- Time Management

### **PROFESSIONAL EXPERIENCE**

#### **Housekeeping Team Leader**

**Hamad International Airport – Qatar**

**April 2023 – December 2025**

- Supervised housekeeping teams across airport operational areas
- Planned shifts, allocated tasks, and monitored staff performance
- Conducted inspections to ensure compliance with airport cleanliness and safety standards
- Trained staff on SOPs, equipment use, and customer service protocols
- Reported operational issues and supported continuous improvement

#### **Laundry Supervisor - The Living Adventure**

**October 2022 – January 2023**

- Managed daily laundry operations and supervised laundry staff
- Ensured quality control, hygiene, and safe handling of linen
- Coordinated linen supply with housekeeping operations
- Trained staff on machine operation and fabric care

#### **Graphic Designer - Johann Art Models**

**January 2015 – June 2019**

- Designed marketing and branding materials for clients
- Managed multiple projects and met production deadlines
- Supported visual communication and documentation needs

### **EDUCATION**

- Diploma in Design Technology – The Technical University of Kenya (2012–2015)
- A Level Certificate – Ambira High School (2004–2009)
- O Level Certificate – Satellite Academy (2003–2004)

### **ADDITIONAL STRENGTHS**

- Experience in high-volume, fast-paced environments
- Strong attention to detail and service standards
- Effective team coordination and communication
- Adaptable across operational and administrative roles

## COVER LETTER

James Otieno  
Phone: 71859886  
Email: jamesotieno271@gmail.com  
Location: Qatar  
Date: 19/12/2025

Dear Hiring Manager,

I am writing to express my interest in a Facilities Management or Housekeeping Leadership role within your organization. I bring hands-on experience in airport housekeeping operations, laundry supervision, and team leadership, having worked in high-traffic and compliance-driven environments such as Hamad International Airport.

In my current and previous roles, I have successfully supervised teams, managed daily operational schedules, conducted quality inspections, and ensured strict adherence to hygiene, safety, and SOP requirements. My experience working in an airport environment has strengthened my ability to deliver consistent service standards, respond quickly to operational challenges, and support customer satisfaction.

In addition to my operations background, my foundation in graphic design has enhanced my attention to detail, documentation quality, and communication skills. I am organized, adaptable, and comfortable working in multicultural teams while maintaining professionalism and accountability. I would welcome the opportunity to contribute my skills and experience to your facilities management team. Thank you for considering my application. I am available for an interview at your convenience.

Yours sincerely,  
James Otieno