



## RESUME

# LUCY WARUKIRA WANGUI

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Doha-Qatar.

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### OBJECTIVES:

Outstanding knowledge of cleaning procedures, cleaning agents, and safety rules for housekeeping. Excellent communication, coordination, and supervisory skills.

To utilize and apply my acquired skills and competence to the best of my abilities in a competitive organization that is growth oriented and focused on success and emphasizing on application of knowledge for personal growth and organization's growth and achievements.

### KEY SKILLS AND COMPETENCIES

- **Housekeeping Procedures:** Avid knowledge & well versed with the standards of hygiene and sanitation.
- **Customer Service Cultivation:** A skilled customer service professional with experience in managing clients and ensuring high levels of customer's satisfaction through excellent service.
- **Organization skills:** An organized and careful approach to ensuring proper documentation, timely deliveries of orders and ensuring accuracy when carrying out all my duties.
- **Communication and interpersonal skills:** Skilled at ensuring that a good relationship between me and other staff & management is maintained and that my relationship with colleagues is professional, cordial and friendly. I have expertise in phone etiquette procedures.
- **Team work:** Ability to work with a team of people offering my assistance when called for and participating in brain storming sessions by giving my views.
- **ICT Competence:** Proficiency in handling MS Word, Excel, the internet and emails.

### PERSONAL DATA

**DATE OF BIRTH:** 14<sup>th</sup> March, 1987.  
**GENDER:** Female.  
**MARITAL STATUS:** Single.  
**RELIGION:** Christian.  
**NATIONALITY:** Kenyan.

## **EDUCATION AND PROFESSIONAL QUALIFICATION.**

### **ICON TRAINING INSTITUTE-QATAR.**

Certificate in Administration/Front office.

### **NAIROBI AVIATION COLLEGE.**

Diploma in Purchasing and Supplies.

### **MURICHU SECONDARY SCHOOL.**

Kenya Certificate of Secondary Education.

#### **Training courses:**

- Computer Packages – Rukira Youth Polytechnic. Aug. 2010.
- Tennant machine models; T3, F12, T7&T12
- HIA-Airside Safety Awareness Training Course.

**ITS SKILLS:** Data Entry Operations, MS Word, Excel, Access, Power Point, Internet and Email.

#### **DOMAIN AND INDUSTRY EXPERIENCE:**

- Hamad Airport.
- Bank.
- Hospital.
- Hotel

## **EXPERIENCE AND CAREER RESPONSIBILITIES.**

**COMPANY:** FACILITY MANAGEMENT AND MAINTENANCE (FMM)  
**(January 2020-feb2020)**

**ADMINISTRARION INTERSHIP-**Induction in Admin office, recording of files, Filing files, Scanning, Photocopying, working on Excel sheet, Word sheet, PowerPoint, Emailing, Minute recording.

**COMPANY:** FACILITY MANAGEMENT AND MAINTENANCE (FMM)  
**Position:** Janitor & Machine Operator (Housekeeping Department)  
**May 2017-Up to date**  
**Hamad International Airport- Doha.**

#### **RESPONSIBILITIES:**

- Ensure proper communication and reporting of fault identified to my seniors for further action to be taken.
- Ensure that standard cleaning operating procedure are maintained to increase efficiency.
- Being accountable for the area am taking care of and constantly cleaning immediately after each use.
- Checking chemicals material safety data sheet (MSDS), COSHH (control of substances hazardous to health) and proper dilution.
- Vacuuming carpets, chair and other areas that need to be vacuumed.

- Professionally clean all and any area am accountable for following the method of statement provided(MS).
- Always adhere to all company policies and procedures.
- Carry out any other instructions given by supervisors and higher management.
- Ensure excellence in housekeeping sanitation, safety and comfort at public areas.
- Monitor building security and safety by performing tasks such as locking doors after operating hours and checking electrical appliances used to ensure hazards are nor created.
- Leaning and maintaining floors (scrubbing, sweeping, mopping, vacuuming, waxing, stripping, buffing and polishing) using machines where needed

**COMPANY: PLATINUM CREDIT MICRO FINANCE BANK, KENYA.**

**Position: Sales Executive: January 2017 –MAY 2017.**

**RESPONSIBILITIES:**

- Present, promote and sell products and services using solid arguments to existing and prospective customers.
- Perform cost-benefit and needs analysis of existing and potential customers to meet their needs.
- Establish, develop and maintain positive business and customer relationships.
- Reach out to customer leads through cold calling.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales effort with team members and other departments.
- Analyze the territory/market’s potential, track sales and status reports.
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.

Keep abreast of best practices and promotional trends.

**Key Achievements**

- Presented, promoted and sold products and services using solid arguments to existing and prospective customers.
- Kept abreast of best practices and promotional trends.
- I was Instrumental in ensuring records were carefully kept.
- Attained sales targets by a 50% and hit sales quotas targets.
- Increased customer base by 50% following a series of dedicated sales campaigns.

Coordinated efforts with the marketing team and increased sales.

**COMPANY: ABEER MEDICAL CENTER –RIYADH.**

**Position: Housekeeping; July 2014-July 2016.**

**RESPONSIBILITIES:**

- Able to wash and sanitize bathroom fixtures daily with germicidal solution.
- Ability to use germicidal solution, wet mops all washable floors daily, bathrooms and office able to vacuums all carpeting daily.
- Ability to dust, wash, sanitize surfaces and perform other cleaning duties as specified in the schedule.

- Refill paper towel, tissue, toilet paper, and hand soap in all dispensers.
- Able to report the following need for cleaning supplies, equipment repair in advance and all other health and safety hazards noticed to the superiors or designated staff person participates in emergency drills and environmental safety activities, as requested.
- Attends and participates in center pre-service and in-service training.
- Performs other duties as specified in job description addendum or as assigned.
- cleaning and maintaining floors (scrubbing, sweeping, mopping, vacuuming, waxing, stripping, buffing and polishing) using machines where needed
- Scrubbing and sanitizing restroom facilities
- Keeping janitor room and closets clean and organized.

**National Health Insurance Fund KENYA; January 2014-March 2014.**

**Procurement (Internship)** - Procurement, Registry Registration, including Claims and Accounts departments.

**Duties and Responsibilities**

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- Procurement- Take purchase requests from various departments within the company, get price quotes from suppliers, contacting suppliers to schedule deliveries or to discuss shortages or missed deliveries.

**COMPANY: Nairobi KK Restaurant KENYA**  
**Position: Waitress: APRIL. 2009- AUG. 2011)**

**RESPONSIBILITIES:**

- Welcomes customers when they arrive at a restaurant, cafe, or other eating or drinking establishment.
- Introduces customers to the menu and announces daily or seasonal menu specials.
- Answers questions about menu items, ingredients, and pricing.
- Prepares drinks and serves them to customers.
- Ensures that customers are satisfied with their meals and processes orders for additional courses if necessary.
- Removes used dishes, glasses, and flatware from tables.
- Prepares cheques and delivers them to customers.
- Processes cash and credit card payments and returns change to customers if necessary.
- Sets tables with dishes, glasses, and flatware and refills condiments.
- Maintains familiarity with menu items, specials, and restaurant information.

## **HOBBIES:**

Reading, Traveling, and Meeting People

## **REFERENCES:**

**MS Christine Juma**

Administration Assistance.

FMM

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**Mr. Hashmi Turkey FaihanAsSahdoon**

Manager

Abeer Medical Center

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**Miss Elizabeth Wanjiku**

Supervisor

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