

CURRICULUM VITAE

Personal details.

Name: David Baraka Ngumbao
Date of birth 22.02.1994
ID no. 31716084
Gender: male
Marital status: single
Religion: Christian
Languages: English and Kiswahili
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Profile statement

I am a motivated and adaptable person seeking a position in the front office as a receptionist which will utilize both professional and technical skills. I am also committed to learning, excellence ethics and people, an excellent communicator with great interest in sharing knowledge and passion for community service and positive change.

Carrier objectives

To develop my skills in an organization or institution that offers both challenging and opportunity for personal initiative and carrier advancement, leading up to a position of responsibility as a result of giving service to the society with a remarkable performance.

skills

- Time management
- Document filling
- Scheduling appointments
- Adaptability

Professional skills

Communication and phone handling

Effectively managed high volume phone system handling approximately 80 calls daily with about 90% resolution rate

Demonstration of strong verbal communication resulting in about 40% reduction of misdirected calls and improved client satisfaction

Multitasking

Successfully handled reception duties while managing administrative duties resulting in increased overall office efficiency

Managed a comprehensive filing system achieving a high accuracy and minimizing document retrieval time

Customer service

Resolved client inquiries achieving a reduced in issue resolution time and enhancing the customer experience

Implementation of guest feedback system leading to overall office atmosphere

Maintaining a customer satisfaction through effective issue resolution and a friendly demeanor

Work history

Receptionist	Dec 2024- up to date English point hotel and spa
Telephone operator	Sep 2024- Dec 2024 English point hotel and spa
Porter	Aug 2023-Sep 2024 English point hotel and spa

Education background

2022-2023	Bahari beach hotel and spa, Nyali Mombasa Training as a front desk receptionist and a telephone operator
2016-2021	Egerton University, Nakuru, njoro campus Persuing Bachelor degree, science in horticulture
2010-2015	Barani secondary school, Malindi. Kenya certificate of secondary Education
2001-2010	St Andrews primary school. Kenya certificate of primary education

Hobbies

Socializing

Travelling

Reading novels

Referees

1. Mrs. ngare

Deputy head teacher
St. Andrews primary school
p.o.box 423
MALINDI.

2. Mr .J. M Changawa

Principal
Barani secondary school
p.o.box
Tel; +254720790005

3. Dr. Robert gesimba

COD, crops, horticulture and soils (CHS)
Egerton University
p.o. box 536 Njoro
Tel 051622804

4.Ms Fahima Kupha Salim

Supervisor, headreceptionist,
Bahari beach hotel
p.o.box 86693, Mombasa Kenya
Tel +254712043587

5. Md mercy mihegwa

Front office manager,
Marina English point hotel and spa
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