Fiona Omuyoma



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Doha, Qatar

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PROFILE

A polite, well-spoken and hardworking person with experience of working in a busy working environment. Attentive at all times and willing to learn. Always approachable, cheerful and possessing good observation skills as well as the ability to work alone as well as in a team.

EDUCATION

Dec 2021

Diploma in Flight Dispatch

East African School of Aviation

Nairobi, Kenya

Nov 2015

High School Diploma

St Catherine Girls High School

Machakos, Kenya

SKILLS

- Good communication skills
- Excellent interpersonal skills
- Good time management
- Customer service oriented
- Team work
- Organised and Attentive to detail
- Ability to work under pressure
- Strong Decision maker
- Enthusiastic and Open to learning new skills
- Quick Learner

PROFESSIONAL EXPERIENCE

Sep 2022 – Present

Guest Service Agent

Hampton by Hilton, Doha, Qatar

To accommodate guests during their stay in an attentive, courteous and friendly manner by;

- Greeting guests on arrival.
- Administering check-in and check-outs.
- Booking or cancelling room reservations.
- Answering telephone calls.
- Assigning rooms and issuing keys.
- Delivering mail and messages.
- Processing guest payments and managing bills.
- Coordinating with other departments e.g housekeeping, to assist customers in their stay and make sure their needs are met.
- Acting as a central source of information for guests during their stay.
- Processing food and beverage requests.
- Resolving problems and dealing with conflict or tension with disappointed guests.
- Coordinating third-party services such as tour guides, taxis, airport transfers and rental cars.

Sep 2020 – Aug 2022

Administrative Assistant

Kenya Civil Aviation Authority, Nairobi, Kenya

- Carry out daily administrative activities of the Executive office.
- Provide secretarial support to the Executive team
- Ensure all communications, particularly relating to owners, guests and the Corporate office are handled promptly and professionally
- Receive and distribute mail
- Ensure outgoing mail is dispatched in a timely manner
- Provide minutes to Executive Team Meetings and compile management reports in a timely and accurate manner if necessary
- Maintain adequate supplies of office stationary
- Carry out all filing
- Maintain own work area in a clean, tidy and good manner
- Report defective materials and equipment
- Assist with special projects related to the Executive Office

October 2018 – April 2020

Customer Service Agent

Kenya Airways, Nairobi, Kenya

Providing Excellent Customer Service By:

- Assisting passengers with check in.
- Dealing with passenger flight queries.
- Verifying travel documents and printing boarding passes.
- Weighing baggage and collecting any excess weight charges.