

# JOHN GITAU NJOKI

## OBJECTIVE SUMMARY

To develop the acquired skills in situation calling for dedication and commitment in order to strengthen organizational image on both local and international fronts.

## WORK EXPERIENCE

### HAYAT AL NAJAH TECHNOLOGIES *July 2023 – Nov 2024*

#### Position –Marketer/Driver

- Promoting products or services & conducting promotion activities. Generating leads or sales through various channels such as advertising.
- Transport employees, clients, and goods to various locations.
- Plan routes and schedules to optimize efficiency.
- Collaborating with other sales and marketing team members.

### EXPO 2020 DUBAI. *Nov 2021 – Mar 2022*

#### Position - Admin/Coordinator

- Handling customer queries and escalating serious complaints to management.
- Monitoring drivers' logbook entries.
- Customer service experience by escorting and providing assistance to all passengers through-out the whole Expo site
- Providing support to the passenger's especially elder.
- Coordinating a fleet on buggies and allocating responsibilities for special assigned tasks,

### JUMEIRAH BEACH HOTEL *Nov 2018 – Oct 2021*

#### Position –Concierge/Guest relations

- Answer phone calls, emails, and other messages
- Record incoming and outgoing deliveries
- Listen to guests' concerns and present reports to hotel management
- Provide luggage or check-in assistance when needed
- Greet guests at the entrance and assist in verifying appointments or reservations
- Recommend local restaurants or attractions depending on guests' interests

## PROFESSIONAL REFEREES

Upon Request



## PROFILE

Smart and friendly individual who offers versatility with years of experience serving customers. My credentials include an excellent memory, great organizational skills and impeccable composure

## BIO DATA

Email: Gitzjohn90@yahoo.com

Phone: +971566752614  
+254706325762

## SKILLS/STRENGTHS

High affinity to learn new skills and self-adapting to new environments.  
Proactively and a team player.  
Excellent active listening skills.  
Time sensitive & punctual.

## LANGUAGES

- English
- Swahili

## ACADEMIC CERTIFICATION

Prime Stuff Limited / Nairobi / 2017  
Certificate in Hospitality Orientation

Mount Kenya University / 2012-2013  
Diploma in Human Resource  
Management

Kenya Polytechnic University / 2011  
Certificate in Information Technology

## ACHIEVEMENTS

U.A.E Driver's license

People of Determination (POD)  
Training certification