

# Steven Malowa

Housekeeping Manager

+971562254955 ◇ malowa.steve@gmail.com ◇ Dubai, Dubai, United Arab Emirates ◇ [LinkedIn](#)

## SUMMARY

Hospitality Specialist adept in all aspects of successful customer service and operations management and bringing forth several years of industry experience and expertise in managing staff and organisational functions. Equipped with a diverse and promising skill-set, conducive to creating positive team relationships resulting in optimal customer relationships and guest experience.

## EMPLOYMENT HISTORY

<b>Assistant Housekeeping &amp; Laundry Manager</b> Complex Housekeeping, Hilton Hotels & Resorts	Feb '19 — Mar '25 Dubai, United Arab Emirates
<b>Housekeeping &amp; Laundry Supervisor</b> Hilton Hotels & Resorts	Aug '18 — Jan '19 Dubai, United Arab Emirates
<b>Housekeeping &amp; Laundry Supervisor</b> Marriott Hotels and Resorts	Jan '18 — Jul '18 Dubai, United Arab Emirates
<b>Laundry Team Leader</b> Fairmont Hotels and Resorts	Jan '13 — Dec '17 Dubai, United Arab Emirates
<b>Laundry Attendant</b> F.C.S GmbH	Nov '10 — Nov '12 Afghanistan
<b>Housekeeping Attendant</b> SAFARI PARK HOTEL	Oct '08 — Oct '10 Nairobi, Kenya

## EDUCATION

Kenya Utalii College (GPA: Graduated with Distinction)	Nov '04 — Jul '08 Nairobi, Kenya
IATA Development & Training Institute (GPA: Graduated with Distinction)	Aug '01 — Sep '04 Nairobi, Kenya

## CERTIFICATIONS

**International Air Freight**, IATA Development Training Institute  
**International Air Freight Certification**, Trans Eastern Airlines Aviation College  
**Certification in International Air Freight, Ticketing and Passenger Handling**, National Training College  
**Certification in Flight Ticketing and Passenger Handling**

## AWARDS

	Jan '01
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## PROJECTS

<b>Hotel Pre Opening</b> , St. Regis Hotel	Jan '18 — Jul '18 Dubai, United Arab Emirates
<ul style="list-style-type: none"><li>Hotel set up.</li></ul>	

## SKILLS & INTERESTS

**Languages** English, French, German  
**Hobbies** Writing, Sports, Photography, Travel  
**Management Skills** Strategic Planning, Service-focused, Analytical Leader, Sustainability Standards, Operations Training, Equipment Maintenance  
**Personal Attributes** Creative, Innovative, Complex problem solver, Adaptability  
**Interests** Operations and Training , Customer support

## REFEREES

References

- References available upon request.