

**WAINAINA YVONNE WAMBUI**

**0704808745**

yvonnewainaina745@gmail.com

**Personal Attributes**

A highly motivated young lady looking to kick start my career as a hospitality and IT professional and build my skills in hotel management and any other field in Systems Management. Self-driven with a positive attitude required to be successful in the hospitality And IT industry or a related field in management, having completed my studies at Zetech University and attained a Diploma in Hospitality Management, Certificate in Food and Beverage Production and Service Management and a Certificate in Information Communication and Technology.

Am a performer with excellent interpersonal skills and the ability to communicate concisely with all levels to accomplish sales targets, demand deadlines and good customer service.

**Employment Background**

**October 2020-August 2021 cashier at YNOT restaurant at Two Rivers Mall**

**Roles:**

* **Taking orders and feeding them to the restaurant's system.**
* **Handling of any cash earned by the restaurant from the customers.**
* **Keeping of invoices,records and receipts for clients for later references.**
* **Ensuring that the sales are correctly indicated as per the portions served in a day.**
* **Ensuring that every casual labourer is paid as per the agreement.**
* **Opening and closing of sales in the restaurants after a days work report.**
* **Ensuring the calculations from the mobile cash intake is as per the sales.**

**May 2018-October 2018Cafeteria attendant at St.Francis of Assisi Church Ruiru**

**Roles:**

* Account for stock demands on time
* Customer service
* Account’s Management
* Ensuring customer satisfaction and receiving feedback.

**June2016-Dec2017 Receptionist at DIWOPA Catholic Church Hospital**

**Roles:**

* Accounting for the number of patients admitted in the hospital.
* Directing,ensuring and receiving of patient's concerns.
* Keeping records of the hospital and issuing of entrance cards to patients.
* Handling and keeping doctor's reports for later references.

**Academic Qualifications**

**ZETECH UNIVERSITY 2018-2020**

Diploma in Hospitality Management

**ZETECH UNIVERSITY 2017**

Certificate in Information communication and technology.

**ZETECH UNIVERSITY 2014-2016**

Certificate in Hospitality Food and Beverage Management.

**KIHUMBU-INI GIRLS SECONDARY SCHOOL 2010 – 2013**

Kenya Certificate of Secondary Education Mean Grade D+

**GLADWAYS ACADEMY 2009**

Kenya Certificate of Primary Education Mean Grade B+

**Achievements**

* ST Francis of Assisi youth group Official.
* Receptionist at DIWOPA Catholic Church Hospital.
* Best actress Furnace Fraternity Group at Zetech University.
* Achieved Main roles in several plays and Soloverses that saw the plays attain national recognitions in various competitions under Furnace Fraternity Group Zetech University
* Achieved Certificate of participation and leadership as the lead singer in Cultural Dances under Furnace Fraternity Group.
* Deputy Principal Coordinator Furnace Fraternity Group.
* One month training in the Hospitality Management Sector at Izaak Walton Inn at Embu.
* Cashier at Y-NOT restaurant at Two Rivers Mall.

**Hobbies**

* Travelling
* Debating
* Reading articles
* Socializing
* Acting

**REFEREES**

Mr Martin Butita

martinbutita2013@gmail.com

0713313666

ZETECH UNIVERSITY

MrBenjamin Ondara

Ondarabenjamin@gmail.co

0724424046

Furnace Fraternity/Zetech University

Mr Eric Gaka Nyachio

HUMAN RESOURCE

DIWOPA CATHOLIC CHURCH

KAYOLE.NAIROBI

0713417413

Mr Fredrick Mwendia

0704322341