
LIVINGSTONE MMANI WANYONYI

P. O BOX 9677, 26th St - Al Quoz 2, Dubai UAE
+971522961982 | mmanilivingstone@gmail.com

OBJECTIVES

Am an organised, results-oriented Service professional with an excellent track record of significantly increasing service quality, sales and customer base. My excellent communication, relationship-building and influencing skills makes me competent in building customer relationships which inspire confidence and loyalty. I have extensive team leadership experience, able to adapt to new environments and quick learner. My strong ability to multi-task, prioritise, organise, train and monitor teams makes me fit well amongst a multicultural environment. Am seeking a new and challenging role in which I will utilise my experience and existing skills.

EXPERIENCES

- FIRST SECURITY GROUP** March 2023 - Current.
HOUSEKEEPING MACHINE OPERATOR CUM TEAM LEADER
Safe use of machine in scrubbing, cleaning and disinfecting high traffic areas and washrooms.
Replenish consumables in restrooms and empty trash bins.
Ensure effective linen management to reduce laundry cost.
Chemical handling and mixing as required following COSHH and MSDS.
- BORESHA SACCO LTD** August. 2021 - March 2023
CUSTOMER SERVICE REPRESENTATIVE
Respond and address general member enquiries, handling complaints professionally and promoting additional services.
Cash handling and Accounting on daily basis.
Manage inbound and outbound calls.
Helping customers choose the right product and services for their requirements.
- KIPEVU RESTAURANT LTD** November 2019 - July 2021
RESTAURANT SUPERVISOR
Collaborate with head chef to prepare menu and daily Specials.
Organize deliveries for restocking
Facilitate weekly inter-departmental training.
Overseeing daily business operations and evaluating staff performance and productivity.
Inspecting daily routine tasks
Solve complaints and resolve disputes
Developing and implementing growth strategies to Create and manage budget.
- KIPEVU RESTAURANT LTD** January 2017 - October 2019
CASHIER CUM BARTENDER.
Inventory management and Streamlined stock reducing out of stock' incidents by 27%.
Manage cash register, cleaning glasses and bar utensils.
Verifying and identify age of customers before preparing and serving alcoholic beverages.
Registers meal orders on a POS

EDUCATION

- Kabarak University** 2017 to 2021
Bachelor's of Commerce
- Masaba Secondary school** 2013 to 2016
High school certificate

SKILLS

- Attention to details, Effective interpersonal communication, Cash handling and mathematical, Problem-solving and conflict resolution, Customer service, Friendly and empathetic Attitude, Time Management, Diversity and generational understanding, Decision making, and Retail Sales.

REFEREES

- Mr. Qutbuddin Khan - KEOLIS-MHI**
Soft services senior supervisor
Qutbuddin.khan@keolismhi.ae
+971554701070

- **Mrs. Madel Lacson - KEOLIS-MHI**
Station Master
madelbartolome1289@yahoo.com
+971556113286
- **Mr. Nicholas Temo - Kipevu Restaurant Ltd**
Restaurant Manager
Nicktemo@gmail.com
+254725768543