

# BRIAN MAGORI MBOGA

Operations Specialist | Booking & Travel Support

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## PROFESSIONAL PROFILE

Detail-oriented Operations Specialist with over five years' experience in hospitality, administration and customer-facing environments. Skilled in booking operations, supplier coordination, CRM accuracy, TourPlan and WISH exposure, invoice verification and document control. Proven ability to manage complex itineraries, follow up on outstanding actions and deliver exceptional service with precision, professionalism and a zero-error mindset aligned to luxury travel standards.

## CORE SKILLS & SYSTEMS

- Booking Operations & Travel Administration
- TourPlan & WISH (Operational Knowledge / Fast Learner)
- Supplier Liaison & Service Reconfirmation
- CRM Accuracy & Record Management
- Invoice Checking & Discrepancy Resolution
- Guest Profiling & Special Requests Management
- Customer Care & On-Tour Issue Resolution
- Microsoft Office (Excel, Word, Outlook)
- Professional Email & Written Communication
- Time Management, Follow-ups & Prioritisation

## PROFESSIONAL EXPERIENCE

### **Front Office Administrator – Office of the Member of Parliament, Bobasi Constituency (2023 – 2024)**

- Served as first line of contact for stakeholders, suppliers and the public.
- Managed backend operations, documentation control and electronic filing with strict accuracy.
- Coordinated schedules, correspondence and follow-ups to ensure timely resolution of requests.
- Maintained confidential records and ensured compliance with administrative procedures.

### **Front Office Administrator – Stadion Hotel, Kasarani (2020 – 2021)**

- Managed reservations, check-ins and service confirmations with attention to guest preferences.
- Communicated special requests including room configuration and dietary needs to relevant teams.

- Liaised with internal departments to ensure seamless guest journeys.
- Handled guest feedback and escalated issues appropriately during stays.

### **Cyber Attendant / Operations Assistant – Juluork Computer Enterprise (2017 – 2020)**

- Supported online bookings, applications and document processing with high accuracy.
- Maintained electronic records and ensured completeness of client documentation.
- Delivered professional customer support and consistent follow-up.

## **EDUCATION**

Certificate in Computer Applications – Juluork Computer College

Kenya Certificate of Secondary Education (KCSE) – Monianku High School (Mathematics)

## **INTERESTS & MOTIVATION**

Passionate about luxury travel operations, wildlife tourism, conservation, sustainability and delivering exceptional guest experiences. Strong interest in learning advanced TourPlan and WISH reservation systems.

## **REFEREES**

To be provided upon request.