**Susan Mijide Anayah**    
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**Personal Profile:**

Hardworking and dependable professional supervisor with 4 years of progressive accomplishments operation supervising, excellent leadership skills, document control using excel, problem solving and excellent communication skills, I desire to obtain a challenging position within a Hospitality and Communication industry where I can identify and implement continuous improvements in the organization.

**Core Qualifications**

* Excellent supervisory skills
* Advanced computer literacy
* Extensive knowledge of successful cleaning crew management
* Good interpersonal and oral communication skills with people at all levels
* Understanding of safety and sanitation standards and guidelines
* Excellent crew monitoring
* Strong dedication to enforcement of company policies
* Client-focused and ensures cleaning crews deliver good service
* Familiar with all standard cleaning techniques, practices, and processes.

**Work Experience**

**Oct 2016- Up to date: Working at SamaSource Kenya Ltd as an Operation Supervisor**

* Maintain discipline within the stuff members
* Developing and improving daily work kills, I also determine which employees can be considered as potential supervisors in the future and playing a part in developing that employee’s skill set.
* Engaged in checking overall cleanness within the organization and reporting any issues to the manager
* Coordinating with the admin department on overall performance of the organization

**Nov 2013- Nov 2015: Operation Supervisor/ IT Support QMS & SSI, Doha Qatar.**

**Responsibilities:**

**Operation Supervisor/Customer Care**

* Handling, receiving request and Solving Customer/staff complaints, if need arise forward to Manager.
* Maintaining high standard and safety during cleaning, performing first aid services to cleaners in the workplace if injured.
* Monitoring the cleaning schedule for daily and deep cleaning to our clients to ensure the standards set will be met.
* Developing and improving daily work kills, I also determine which employees can be considered as potential supervisors in the future and playing a part in developing that employee’s skill set.
* Inspecting deep cleaning services to determine the cost before performing the cleaning service, and also supervise the cleaning services
* Receiving calls, making booking/reservation for clients.
* Trained and educated the workforce regarding proper work completion and adherence to company standards.
* Efficiently responded to internal and external customer requests via phone, chat and email.
* Maintained accurate customer records in professionally written formats.

**IT Support Assistant**

* Accurately documented all technical support and customer’s help-desk interaction.
* Followed help-desk policies to the letter – Prepared reports of activity and stayed up to date regarding system information.
* Diagnosed software-hardware problems, responding quickly, clearly, and resourcefully if needed solve with my IT Manager.

**Key Achievements**

* Realizing consistent improvements in productivity, efficiency, and performance through effective problem-solving, monitoring working flaw and communication abilities.

**Mar 2012- Sept 2012: Administrative Assistant Jump Courier Ltd Nairobi**

Responsibilities

* Maintain external contact details for all customers.
* Attending to customer requests and updating there information in the system
* Processing sales documents and generating customer invoices
* Ensuring high level customer service
* Set up a system to ensure follow up and follow through on all deadlines and responses.
* Ensuring that all sales proceeds are banked in accordance to the set procedures
* Liaise with facilities as necessary with regards to office requirements such as data entry and reports writing to the executive.

**Educational Background**

Jan 2013-Sept2013 **East Africa Institute of Certified Studies**

Diploma in Hospitality Management

Credit

2010-2012 **Nairobi Aviation College**

Diploma in Information Technology

Credit

**Interest and Hobbies**

I make an effort to run on a daily basis and stay active and fit. I also enjoy traveling and like to immerse myself in different cultures when I can. I volunteer my time at an annual charity event.

**Referees**

Gopal Khaki,

Operation Manager

QMS & SSI

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