

Janice Wambui Ngugi

HOTEL HOSTESS

Al Khail Gate, Dubai, United Arab Emirates

+971501084391 | janicejuniour@gmail.com

Professional Summary

Dedicated and personable professional with a strong background in customer service, team collaboration, and process efficiency. Skilled at creating welcoming environments, managing diverse responsibilities, and ensuring exceptional guest experiences. Known for excellent communication, problem-solving abilities, and attention to detail, making every guest interaction memorable.

Experience

The Innovative Apps, Nairobi | *Junior Software Developer*
Aug 2023– Jan 2024

- Collaborated in team settings to deliver client-focused solutions, fostering communication and coordination across departments.
- Utilized organizational skills to meet project deadlines, balancing multiple priorities efficiently.
- Built user-friendly platforms, enhancing the overall customer experience.

JSH Trading LTD | Sales Representative & Junior Software Engineer
Jan 2020 – July 2023

- Built strong client relationships, achieving a 15% sales increase through effective communication, negotiation, and product knowledge.
- Provided feedback on customer preferences and market trends, contributing to improved product offerings and marketing strategies.
- Designed and maintained the company's website using HTML, CSS, and JavaScript, ensuring a responsive and user-friendly interface.
- Integrated a custom content management system to streamline operations, including inventory tracking and web content updates.
- Collaborated with teams to deliver technical solutions that optimized workflows and supported business objectives.
- Resolved technical issues and trained staff on new tools, improving system efficiency and user adoption.

Education

United States International University - Africa

Bachelor of Science in Applied Computer Technology

Sep 2020- Oct 2024

Concentration: Software Engineering

High School Diploma | St.Mary's Girls' High School 2019

Mean Grade: B+

Skills

Interpersonal & Customer Service: Strong ability to communicate with guests and colleagues effectively, creating positive interactions.

Problem-Solving: Quick to adapt to challenges and provide timely solutions to ensure smooth operations.

Organization & Attention to Detail: Efficient in prioritizing tasks and maintaining accuracy in a fast-paced environment.

Technical Expertise: Basic knowledge of point-of-sale systems, inventory tracking, and database management (if relevant).

Language Proficiency: Fluent in English and Swahili, ensuring seamless communication with a diverse clientele.

References

Prof Japheth Mursi, PhD, United States International University-Africa

jmursi@usiu.ac.ke | +254710469003

Hon Oscar Asiligwa

siligwaosca@gmail.com | +254725365970

Links

GitHub: <https://github.com/janicefoi>

LinkedIn: <https://www.linkedin.com/in/janice-wambui-236433206/>

Languages

English	Fluent		Swahili	Fluent
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Volunteering

Community Service | *Ruiru Rehabilitation Center*
Jan 2023 – Apr 2023

- Assisted with daily operations, providing care and guidance to individuals in need.

Community Service | *Neema Children's Home*
Aug 2018, Dec 2018, Apr 2019, Aug 2019

- Organized activities and supported children's development, demonstrating empathy and leadership.