JOEL MUKWEKWE

Mombasa, Kenya

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PROFESSIONAL SUMMARY

Resourceful and driven hospitality professional transitioning into full-stack web development, with hands-on experience in customer service, food production, front office operations, and emerging technical skills in software development. Proven ability to work under pressure in dynamic environments, with a passion for solving problems through technology and a commitment to continuous learning. Seeking opportunities to contribute both hospitality expertise and tech innovation to forward-thinking teams.

CORE SKILLS & COMPETENCIES

- Customer Service & Front Desk Management

- Food & Beverage Production (Pastry, Hot Kitchen)

- Housekeeping & Hotel Operations

- Object-Oriented Programming (PHP, JavaScript)

- Web Development (HTML, CSS, SQL, Kotlin, React)

- Version Control (Git), Visual Studio Code

- Effective Communication & Teamwork

- Creativity, Adaptability & Strong Work Ethic

EDUCATION

Certificate in Hospitality & Culinary Arts

Kagoto Vocational Training Institute — First Class Honors

Kenya Certificate of Secondary Education (KCSE)

Gatundu Secondary School — Grade: B –

PROFESSIONAL EXPERIENCE

Waitress / Pastry / Hot Kitchen Assistant

Dominion Hotel, Aug 2023 – Dec 2023

- Delivered excellent customer service and upsold menu items to enhance guest satisfaction.

- Supported pastry and kitchen operations, ensuring timely and hygienic food production.

- Managed customer feedback and collaborated with kitchen staff to meet dietary needs.

Multirole Trainee: Kitchen, Housekeeping, Front Office, Swimming

Lake View Hotel, Jan 2023 – Jul 2023

- Rotated across key departments to support operations and learn holistic hotel management.

- Maintained high cleanliness standards, handled guest check-ins, and ensured smooth pool operations.

- Demonstrated flexibility and initiative, often stepping into high-pressure situations calmly.

Housekeeper & Reception Assistant

Jacaranda Hotel, [Dates]

- Ensured spotless guest rooms and lobbies, reinforcing the hotel's quality image.

- Greeted guests, managed booking systems, and handled inquiries with professionalism.

TECHNICAL PROJECTS & INITIATIVES

Smart Bus – Online Bus Booking System

- Developed a PHP-based web platform to allow travelers to book buses from Nakuru to Mombasa.

- Handled backend ticket reservation logic, seat selection, and database integration.

NBAa – Beauty Products E-Commerce Store

- Built a shopping system for beauty products using PHP, HTML, and MySQL.

- Included features like product filtering, cart management, and order processing.

Optisched – Clinic Appointment Booking

- Created a booking system for patients to schedule appointments in a clinic.

- Implemented user registration, time-slot availability, and admin control panel.

Mamanima Foods – Hotel Management System

- Built a CRUD food ordering platform using PHP, SQL, HTML/CSS & JavaScript.

- Employed Object-Oriented Programming (OOP) for data handling and modularity.

FarmDirect – Farmer-Customer E-commerce Platform (In Progress)

- Aims to connect farmers directly to consumers online.

- Modules include user management, logistics, payments, and analytics using PHP + JavaScript.

Portfolio Website (2025)

- Developing a dynamic personal portfolio using Vite/React and Next.js with TypeScript.

- Integrated interactive sections like blog, lightbox gallery, animated timelines, and downloadable resume.

TECHNICAL & ADDITIONAL SKILLS

- Programming: PHP, JavaScript, Kotlin, HTML/CSS, SQL

- Tools: Visual Studio Code, XAMPP, Git, SQLite

- Languages: Fluent in English and Swahili

- Strong interpersonal & leadership skills (The Herd Men Kenya – Men's Wellness NGO Leader)

REFERENCES

Available upon request.