



# VICK MICHAEL NJOGU KARIUKI

Dedicated and customer-focused professional with a strong background in delivering exceptional service, I bring a proven track record of problem-solving and effective communication skills. Experienced in handling various customer inquiries, resolving issues promptly, and maintaining a positive atmosphere. Committed to upholding the highest standards of professionalism and safety while contributing to the success of the company.

## Contact

**Phone**  
+974 50178136

**Email**  
karisvick6@gmail.com

**Address**  
Street 893, Building N4, Zone 45,  
Doha, Qatar

## Education

June 2018  
**Bachelor's Degree of Sciences in  
International Travel and Tourism**  
Lyceum of the Philippines University -  
Laguna

## Skills

- Light computer skills.
- Hardworking.
- Time Management.
- Quick learning.
- Work under pressure.
- Teamwork.
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## Language

Tagalog (Mother Tongue)  
English (Proficient)  
Arabic (Beginner)

## Experience

- September 2022 - Present  
Al Zaman Exchange (Qatar)  
Teller
  - Handling cash (exchange, deposits, withdrawals).
  - Providing customer service and resolving issues.
  - Verifying currency authenticity.
  - Maintaining records and reconciling cash drawers.
  - Promoting additional services.
  - Calculating exchange rates and converting currency.
  - Adhering to security protocols.
  - Collaborating with colleagues.
  - Participating in ongoing training and staying informed.
- 2016 - 2017  
MIAA (Manila International Airport Authority - Philippines)  
Trainee
  - Shadowing experienced staff.
  - Learning airport procedures and regulations.
  - Assisting with passenger check-in and boarding processes.
  - Handling luggage and cargo.
  - Providing customer service, including assisting travelers with inquiries and concerns.
  - Observing security protocols and assisting with security checks.
  - Collaborating with various airport departments, such as ground operations and maintenance.
  - Participating in training sessions to improve skills and knowledge.
  - Following airport policies and procedures.
  - Keeping updated on industry developments and best practices.
- 2015 - 2016  
Skybiz Travel and Tours, Inc (Phillippines)  
Trainee
  - Shadowing experienced staff.
  - Learning about different travel destinations and packages.
  - Assisting with itinerary planning and booking arrangements.
  - Providing customer service, including answering inquiries and addressing concerns.
  - Updating and maintaining travel databases and records.
  - Assisting with marketing and promotional activities.
  - Collaborating with team members to ensure smooth operations.
  - Participating in training sessions to enhance knowledge and skills.
  - Adhering to company policies and procedures.
  - Continuously learning about industry trends and best practices.
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# Additional Informations

Age : 35 Years Old.

Gender : Male

Date of Birth : July 18, 1989

Civil Status : Single

Nationality : Kenyan

2014 - 2015

Cristostomo (Florabel Group of Restaurants)

## Trainee

- Shadowing experienced staff.
- Learning menu items and ingredients.
- Assisting with food preparation.
- Cleaning and sanitizing work areas.
- Taking orders.
- Serving food and beverages.
- Providing customer service.
- Following restaurant procedures.
- Collaborating with the team.
- Continuously learning and improving.

## CERTIFICATES

- The American Hospitality Academy (AHA) : Hospitality Professional Certificate (HPC).
- Micros Opera Property Management System Certificate.
- Certificate of completion in Florabel Group of Restaurants.
- Certificate of completion in Skybiz Travel and Tours, Inc

I hereby certify that the above informations are true and correct to the best of my knowledge and belief.

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*VICK MICHAEL NJOGU KARIUKI*

# الفهد للخدمات والدلفري

المحترم

السيد / المدير إدارة علاقات العمل

وزارة التنمية الإدارية والعمل والشؤون الاجتماعية

تحية طيبة وبعد،،،

## الموضوع : عدم ممانعة من نقل كفالة

نحن السادة / الفهد للخدمات والدلفري ، نحيط سيادتكم علما بأن السيد /  
ويك مايكيل نجوجو كاريوكي - كينيا الجنسية والذي تحمل بطاقة شخصية رقم  
: ٢٨٩٤٠٤٠٦٠٠١ على كفالتنا ويعمل لدينا ولا مانع لدينا من نقل كفالتنا الى أي  
كفالة أخرى. وتفضلوا بمنح الموافق على ذلك. وذلك حسب القانون المتبع لديكم.  
وهذا عدم ممانعة منا بذلك.

وتفضلوا بقبول فائق الاحترام والتقدير،،،

مقدمه /

الفهد للخدمات والدلفري



## NATIONAL POLICE SERVICE



## DIRECTORATE OF CRIMINAL INVESTIGATIONS

DIRECTORATE OF CRIMINAL INVESTIGATIONS HEADQUARTERS  
P.O.Box 30036-00100 GPO  
NAIROBI, KENYA

Ref. No. PCC-LLT7J25A

Date. 6 December 2022

## POLICE CLEARANCE CERTIFICATE

I hereby certify that the fingerprints recorded from

**VICK MICHAEL NJOGU KARIUKI**

holder of ID No. **29312680** have been searched in Criminal Records Office's database with/without previous record. The validity of the information on this certificate is as of the date of issue.

## REMARKS IN CASE OF PREVIOUS RECORD

OFFENCE(S): NIL

RESULTS OF TRIAL: NIL

DATE: NIL

**This Certificate has been issued without any alteration or any erasure**

(P.M. Onyango)

For: Director, Directorate of Criminal Investigations  
(P.T.O)

**NOTE:** This is a computer generated certificate, to verify the authenticity of this document, use the link <http://dci.ecitizen.go.ke/verify>, send DCI to 21546 Then Dial \*512# and select "Police Clearance"

# Covid-19 Vaccination Certificate

REPUBLIC OF KENYA



MINISTRY OF HEALTH

This is to certify that **Vick Michael Njogu Kariuki**, born on **Tue Jul 18 1989**, from **Kenya** with **National Id: 29312680**, has been vaccinated against **Covid 19** on the date indicated in accordance with the National Health Regulations.

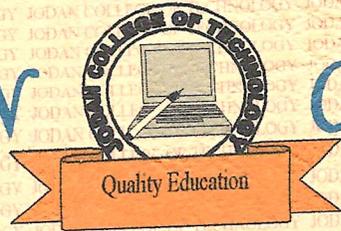
Vaccine	Dose	Date Administered	Batch No
Oxford/AstraZeneca	1	Wed Aug 25 2021	PV46705
Oxford/AstraZeneca	2	Thu Dec 16 2021	210218

Scan To Verify



This document is system generated and therefore does not require a signature.  
You may confirm this certificate by scanning the QR code.

JODAN



COMPUTERS

*in conjunction with*

**TEXAS COMPUTER COLLEGE**

*hereby award this*

**CERTIFICATE OF COMPETENCE**

to

**Kariuki Vick Michael**

having successfully attended, Completed and satisfied the examiners in  
a Computer Applications Certificate Course in:

Modules Covered

Programming - VB

Software Installation & Upgrading

Hardware & Software Maintenance

P.C Troubleshooting

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\*\*\*\*\*

Grade Achieved

Distinction

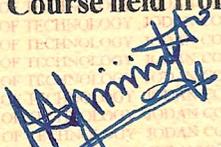
Distinction

Distinction

Distinction

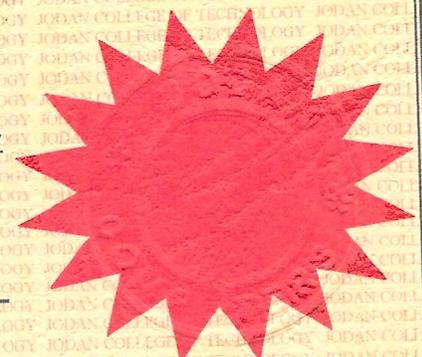
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Course held from April, 2011 TO July, 2011

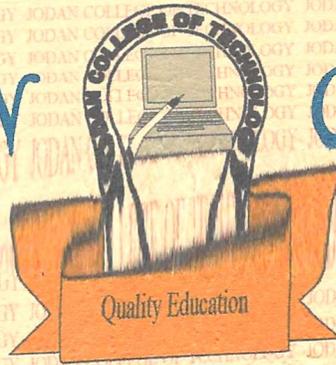
  
Director



Tutor



JODAN



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*hereby award this*

**CERTIFICATE OF COMPETENCE**

to

**Kariuki Vick Michael**

having successfully attended, Completed and satisfied the examiners in  
a Computer Applications Certificate Course in:

**Modules Covered**

- Introduction to Computers
- Computerized Typing
- Ms. Windows
- Ms. Word (word processor)
- Ms. Excel (spreadsheet)
- Ms. Access (database)
- Ms. PowerPoint (presentation)
- Ms. DOS
- Email & Internet
- Adobe PageMaker

**Grade Achieved**

- Distinction

Course held from Jan. 2011 TO Apr. 2011

*Admin*

