



NELSON AMUKO OLOO

EXECUTIVE PASTRY CHEF

LUSAKA, ZAMBIA

PROFILE

Self-driven culinary leader with 7+ years scaling pastry & bakery operations for 5-star international hotels across Zambia, Kenya, Somalia. Known for building high-performance teams, cutting costs without killing quality, and launching menus that drive revenue. HACCP certified. Seeking Executive Pastry Chef /Pastry sou chef/ F&B Manager role where I can own operations, culture, and bottom-line results.

CONTACT

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ACTIVITIES AND INTERESTS

Theater • Environmental conservation • Art
• Hiking • Fishing • Travel

EXPERIENCE

HOLIDAY INN LUSAKA / INTERCONTINENTAL LUSAKA, LUSAKA, ZAMBIA

AUG 2022 – PRESENT

Own pastry P&L + food cost targets for 5-star property. Maintain 28% food cost while delivering AAA quality across restaurants, banquets, in-room dining Lead, schedule & develop 12-person pastry/bakery team. Built rotation system that cut overtime 25% and reduced staff turnover 30% via clear expectations + coaching. Drive revenue growth through menu engineering + cross-marketing. Launched 14 new desserts paired with bar program → +15% F&B revenue in 2023. Own full compliance: HACCP logs, temp records, hygiene audits, pest control, equipment maintenance. Zero failed health inspections since 2022. Resolve customer complaints + internal team disputes. Maintain 4.7/5 guest satisfaction score on banquet & dessert feedback. Achieve inventory, stock control, variance reports. Cut food waste 18% annually through FIFO + daily waste tracking

ASSISTANT PASTRY CHEF / HEAD BAKER NAIROBI STREET KITCHEN, NAIROBI, KENYA

FEB 2022 – AUG 2022

Supported Executive Chef in daily ops for high-volume bakery + pastry kitchen. Managed roster + duty assignments for 9 staff. Controlled inventory + stock for all produce/bakery items. Reduced spoilage 20% via rotation + date-labelling system

Created seasonal dessert menus with drink pairings to drive upsell. Contributed to +12% average check value.

Trained junior pastry chefs in artisan breads + detailed pastry techniques. Built SOPs are still used by teams. Ensured consistent quality, portion control, temp standards across all output. Zero customer re-fires in 6 months

BAKER / PASTRY CHEF
KEMPINSKI VILLA ROSA, NAIROBI, KENYA
JUL 2021 – FEB 2022

Managed team of bakers + trained new hires on recipe consistency, measurements, production flow. Developed new recipes for bread, pastries, desserts. Improved batch consistency → less rework + lower waste. Coordinated with FOH/kitchen teams to ensure on-time delivery for restaurant + room service orders. Maintained HACCP standards, temp logs, cleanliness during peak production periods.

PASTRY CHEF / BAKER
H. HOTEL MOGADISHU, MOGADISHU, SOMALIA
DEC 2019 – DEC 2020

Ran production for Banquet, Bakery, Pastry across breakfast/lunch/dinner buffets for 300+ pax. Verified ingredient quality, rotated stock, tracked spoilage to maintain food safety + reduce waste. Prepared desserts, sandwiches, buffet items to SOPs + supervisor specs under tight deadlines. Recorded temps + maintained logs for walk-ins/dry store. Flagged discrepancies early to prevent loss.

COMMIS PASTRY CHEF / BAKER
CROWNE PLAZA HOTEL NAIROBI AIRPORT, NAIROBI, KENYA
DEC 2018 – DEC 2019

Prepared, cooked & plated to brand standards under high-pressure, high-heat conditions. Led pastry station during peak + trained junior staff on techniques + time management. Recorded chiller/freezer temps daily. Covered other stations during emergencies to keep service flowing.

EDUCATION & CERTIFICATIONS

CERTIFICATE IN PASTRY & BAKERY ARTS | EMMA DANIEL ARTS
TRAINING INSTITUTE | 2015

HIGH SCHOOL CERTIFICATE | TAYARI HIGH SECONDARY SCHOOL
| 2011

HACCP FOOD SAFETY & HYGIENE | CERTIFIED TECHNICAL SKILLS
CLASSICAL INTERNATIONAL BREADS |
CHOCOLATE/SUGAR/MARZIPAN/SHOWPIECE DESIGN |

REFERENCES

AVAILABLE ON REQUEST

DARWIN FERNANDES

DARWIN.FERNANDES@IHGLUSAKA.COM

GIULIANO TRUDDAIU,

EXECUTIVE CHEF

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GRACE SHIKABWALI,

HR MANAGER

INTERCONTINENTAL HOTEL LUSAKA

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