GEORGE ANYORO GAGAI

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Email: <u>george.gagai@yahoo.com</u>
Languages: English, Kiswahili.

Nationality: Kenyan

Residence Al Doha Aljadida Qatar



PERSONAL ATTRIBUTES

A mature, hardworking person and attentive to details. I have a strong sense of confidentiality and commitment to excellence.

CAREER OBJECTIVE

To become a highly driven profession seeking a challenging environment that enables personal and organizational growth through utilization of my academic skills and acquired experience.

WORK EXPERIENCE

2023 _ Date

Valet Outsource Driver

Mr. Valet Parking Solutions Porto Arabia Qatar

- Picking and parking visitors' vehicles
- Issuing parking tickets
- Receiving parking payments
- Ensuring visitors vehicles are safely parked
- Welcoming visitors and assisting in giving direction

2022 _ To February

Bus Driver

Horizon Events/Mowasalat - Qatar

- Picking and dropping of passengers to the world cup stadiums
- Ensuring the vehicle is clean
- Ensuring the vehicle is fueled and ready for duty
- Maintaining vehicle log sheet
- Carrying out routine checks for maintenance purpose

2019 -2021

Receptionist

Safari Park Hotel

- First point of contact to the visitors.
- Respond to customer queries promptly
- Answering to the incoming and outgoing calls
- Linking the staff and the visitors to ensure customer satisfaction
- Making sure the customers problem are resolved or directed to the right channel

2017 - 2019

Driver

June 2016 – 2017 International Supply Chain Solutions LTD

Human Resource and Administration Officer

- Carry out recruitment for the company handling the whole value chain from identifying gaps in the departments, placing adverts for the post, short listing, interviewing, to induction and staff settlement
- Managing performance through monthly objective reviews
- Preparation of monthly and quarterly reports on recruitment, performance management and other human resource related issues
- Filing of staff records and data entry to ensure updated systems of staff data
- Managing staff leave and attendance register
- Organizing and coordinating staff trainings.
- Carry out ISO internal audits as an internal auditor
- Managing incoming and outgoing correspondences
- Ensure office supplies are purchased on timely basis

May 2012 - May 2016 The Catholic University of Eastern Africa

Administrative Assistant

Duties and responsibilities:

- Managing and tracking staff contracts
- Preparation of part time staff contracts
- Sorting job application as per departments for ease access.
- Offering assistance in review of staff job description
- Offering support during staff orientation
- Monitoring office procedures to ensure compliance with ISO 9001:2008
- Acting Secretary to campus general meetings in the absence of campus registrar
- Admission and coordination of orientation for new students.
- Records Management ie filling of students records and office documents
- Customer care duties eg. Attending to customers' queries, receiving phone calls, giving feedback to applicants.
- Managing registry office when campus registrar is on leave.
- Data entry of staff/students' data.

August 2011 – February 2012 The Catholic University of Eastern Africa Thro' KEPSA **Intern** Human Resource Department*

Duties and Responsibilities

- Compiling of salary advance forms for onward transmission
- Assist in leave administration
- Drafting part time appointment letters
- Front office management Responding to staff members queries, handling of telephone.
- Assist in management of staff contract.
- Assist in computation of overtime
- General office operation like photocopying
- Assist in staff loan document processing
- Assist in analyzing job description from heads of faculties.
- Assist in providing logistical support at training and workshops

March 2010 – May 2010 Ministry of Tourism Intern Human Resource Department/Registry

Duties and responsibilities

- Customer care duties
- Receiving and dispatch of mails
- Updating and maintaining of personal/staff files
- Inputting data in to human resource information system
- Control of files movement to different departments within the ministry.

EDUCATIONAL QUALIFICATION

January 2014 – November 2014 Kisumu Polytechnic

Higher national diploma in Human Resource Management Credit Pass

January 2008 – November 2009 Kenya Polytechnic University College

Diploma in Personnel Management Credit Pass

January 2003 – November 2006 Nambale Boys High School

Kenya Certificate of Secondary Education (KCSE) Mean grade C+

OTHER TRAININGS

MAY 2013 ISO 9001:2008 quality management system

Training by The Catholic University of Eastern Africa

June 2011 – July 2011 Life Skill training by Life Skill Promoters

October 2011 Core business skills training by Kenya Institute of

Management

2022 Driving competence at Karwa Driving School

DECLARATION

I declare that the information I have given above is true

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George Gagai



