

CURRICULUM VITAE



Name: Paul Oloo Ohany

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Date of birth: 1st January 1978

PROFILE SUMMARY

I am a highly motivated and driven individual with 19 years of experience in Sales and Customer Service.

I pride myself on being excellent in communication skills, good in sales & marketing skills, good in customer service skills, good team player, efficient, loyal, organised, strong in recordkeeping, trainable & adaptable.

My goal is to always increase sales and customer loyalty in an organisation.

PROFESSIONAL TRAINING

- i. Period: 25th October 2020
Institution: **ENERTECH QATAR**
Course: Basic First Aid & CPR
- ii. Period: 14th September 2020
Institution: **ENERTECH QATAR**
Course: Fire Warden/ Marshal Training
- iii. Period: 13th September 2020
Institution: **ENERTECH QATAR**
Course: Sea Survival
- iv. Period: 26th July 2016
Institution: **QATAR CIVIL DEFENCE**
Course: Fire Awareness Course
- v. Period: 18th July 2007
Institution: **AFRICAN INSTITUTE OF DISASTER MANAGEMENT & DEVELOPMENT**
Course: Crises Management Programme course
- vi. Period: 21st June to 22nd June 2005
Institution: **TOTAL KENYA LTD**
Course: Shop National Training

- vii. Period: 25th September 2004
Institution: **PETROLEUM INSTITUTE OF EAST AFRICA**
Course: Unleaded Premium

- viii. Period: 7th July to 9th July 2004
Institution: **TOTAL KENYA LTD**
Course: National Advanced Supervisor Training

- ix. Period: 19th August to 23rd August 2002
Institution: **TOTAL KENYA LTD**
Course: Induction Supervisors Training

- x. Period: 16th August to 22nd August 2001
Institution: **TOTAL KENYA LTD**
Course: ISO quality management system standard

- xi. Period: 29th November to 3rd December 1999
Institution: **ELF OIL KENYA LTD**
Course: Pump Attendant

ACADEMIC BACKGROUND

1993-1996: Kenya Certificate of Secondary Education (KCSE) examination
Serani Secondary School, Mombasa

1985-1992: Kenya Certificate of Primary Education (KCPE) examination
Kisauni Primary School, Mombasa

WORK EXPERIENCE

- i. Period: 3rd March 2023 to 27th November 2023
Company: **Kingsway Tyres Limited**
Position: **Technical Tyre Service Executive**

Duties: -

- Mounts & Demounts tyres
- Ensures tyres conforms to industry standards
- Performs preventive maintenance
- Responds to emergency road calls
- Perform inventory

- ii. Period: 28th November 2023 to Current
Company: **Kingsway Tyres Limited**
Position: **Counter Sales Executive**

Duties: -

- Greeting customers
- Receiving customer enquiries

- Preparing quotations
- Process payments
- Provide excellent customer service

iii. Period: 6th September 2020 to 6th October 2021
 Company: **Gas Equipment & Services Co. Ltd (GASCO)**
 Position: **Fuel Dock Supervisor**

Duties: -

- Organize receipt book as per chronological order
- Receive details from the fuel filling operator / deckhand about the quantity
- Calculate the amount as per sold fuel & receive the credit card/debit card from customers
- Entering purchased amount into POS machine & issuing receipt copy to the customer
- Ensure to check the daily sales receipts corresponds with the POS batch report
- Update daily sales reports
- Prepare and sending Weekly Sales Reports
- Prepare Planned Preventive Maintenance (PPM) Reports
- Prepare Health Safety & Environment (H.S.E) reports when requested
- Participate in fuel offloading
- Prepare and sending End Month Reports
- Fuel Dock Supervision

iv. Period: 25th November 2014 to 30th April 2020
 Company: **SEEF SERVICES CO. W.L.L PETROL STATION- DOHA, QATAR**
 Position: **Station Site In Charge**

Duties: -

- Verifying meter readings & entering into the system
- Reconciling physical cash versus theoretical cash
- Collecting shortages if there is any
- Sending station reports to head office
- Placing fuel orders & following up
- Co-ordinate & supervise fuel offloading
- Preparing duty rooster & updating attendance register
- Update daily tank stock report
- Handle any customer complaint
- Inspecting all fuel dispensers for leakages & if they are working properly
- Inspecting all fire extinguishers
- Checking fire alarm system
- Supervise forecourt activities
- Updating Maintenance Log Book
- Ensuring safety rules are adhered to
- Ensure good housekeeping standards are maintained
- Report if there is any incident to the Head Office
- Reviewing cctv footage
- Participate & co- ordinate in end month inventory

- Training of new Gas Attendants
- Co- ordinate with Qatar Standards, Civil Defence & any Government Board during inspection
- Address any available information to my superiors
- Selling Liqui Moly lubricants, additives & car care products
- Selling Automobile parts
- Preparing quotation & invoices for garage customers
- Ordering automobile spare parts from Company store

v. Period: 1st May 2010 to 30th June 2012

Company: **TOTAL KENYA LTD**

Position: **Young Dealer**

Duties: -

- Marketing of station products
- Following up & collecting station debts from customers
- Participating in Fuel Offloading
- Handling customer complaints
- Preparing petty cash request
- Banking
- Doing physical stock take & preparing end month reports
- Ensuring the station meets ISO requirement standards
- Preparing L.P.O & ensuring the station has enough products
- Preparing & approving staff vacations
- Following up station licenses renewal

vi. Period: 1st April 2007 to 30th April 2010

Company: **NETCO MANAGEMENT LTD- KENYA**

Position: **Station Manager**

Duties: -

- Marketing of station products
- Following up & collecting station debts from customers
- Actively participate in Business review meetings
- Participate in fuel offloading
- Handling customer complaints
- Preparing petty cash request
- Banking
- Doing physical stock take & preparing end month reports
- Training of new managers
- Ensuring the station meets ISO requirement standards
- Preparing L.P.O & ensuring the station has enough products
- Preparing & approving staff vacations
- Following up station licenses

vii. Period: 1st May 2010 to 30th June 2012

Company: **TOTAL KENYA LTD**

Position: **Young Dealer**

Duties: -

- Marketing of station products
- Following up & collecting station debts from customers
- Participating in Fuel Offloading
- Handling customer complaints
- Preparing petty cash request
- Banking
- Doing physical stock take & preparing end month reports
- Ensuring the station meets ISO requirement standards
- Preparing L.P.O & ensuring the station has enough products
- Preparing & approving staff vacations
- Following up station licenses renewal

viii. Period: 1st April 2007 to 30th April 2010

Company: **NETCO MANAGEMENT LTD- KENYA**

Position: **Station Manager**

Duties: -

- Marketing of station products
- Following up & collecting station debts from customers
- Actively participate in Business review meetings
- Participate in fuel offloading
- Handling customer complaints
- Preparing petty cash request
- Banking
- Doing physical stock take & preparing end month reports
- Training of new managers
- Ensuring the station meets ISO requirement standards
- Preparing L.P.O & ensuring the station has enough products
- Preparing & approving staff vacations
- Following up station licenses

ix. Period: 1st March 2003 to 31st March 2007

Company: **NETCO MANAGEMENT LTD- KENYA**

Position: **Station Supervisor**

Duties: -

- Ensuring the forecourt & the whole station is clean
- Ensuring forecourt staff are well groomed
- Ensuring forecourt customer service is followed to the maximum
- Updating books of account
- Training new shop & pump attendants
- Handling customer complaints
- Preparing & issuing L.P.O to suppliers
- Purchasing shop items into the system
- Printing price tags with barcode for shop items
- Participate in shop inventory

- x. Period: 1st October 2001 to 28th February 2003
Company: **TOTAL KENYA LTD**
Position: **Station Supervisor**

Duties: -

- Ensuring the forecourt & the whole station is clean
- Ensuring forecourt staff are well groomed
- Ensuring forecourt customer service is followed to the maximum
- Updating books of account
- Closing & opening of shifts
- Training new pump attendants
- Preparing duty rooster
- Handling customer complaints

- xi. Period: 24th December 1999 to 30th September 2001
Company: **ELF OIL KENYA LTD**
Position: **Station Supervisor**

Duties: -

- Ensuring the forecourt & the whole station is clean
- Ensuring forecourt staff are well groomed
- Ensuring forecourt customer service is followed to the maximum
- Updating books of account
- Training new pump attendants
- Handling customer complaints
- Participate in fuel offloading

Known languages (and levels): English- Fluent, Swahili - Fluent, Arabic- Intermediate.

Referees:

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