



STEPHEN OTIENO ODINDO

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ABOUT ME

With over a decade of experience as a taxi driver, I bring a wealth of knowledge and expertise in providing safe, reliable, and efficient transportation services. Throughout my career, I have developed exceptional navigation skills and a thorough understanding of local roads and traffic patterns. My commitment to customer satisfaction is unwavering, as I prioritize the comfort and well-being of my passengers at all times. I am adept at building rapport with customers, ensuring a pleasant and enjoyable ride experience while maintaining professionalism and integrity. Additionally, I am skilled in problem-solving and adaptability, able to handle diverse situations and challenges with ease. As a seasoned taxi driver, I am dedicated to upholding the highest standards of service excellence and look forward to continuing to serve my community with distinction.

WORK EXPERIENCE

Taxi & Limo Driver

Mowasalat Karwa [09/12/2019 – Current]

City: Doha

Country: Qatar

- Safely operate a taxi and transport passengers to their destinations, following all traffic laws and safety regulations.
- Navigate diverse routes with precision, utilizing knowledge of local roads and traffic patterns to optimize travel time and ensure timely arrivals.
- Provide exceptional customer service to passengers, including assisting with luggage, offering route suggestions, and accommodating special requests.
- Maintain a professional demeanor and appearance at all times, representing the taxi company positively and upholding the reputation of the profession.
- Ensure the taxi is well-maintained and in good working condition, conducting regular inspections and addressing any maintenance issues promptly.
- Collect fares from passengers, accurately calculate fares based on distance and time traveled, and process payments using cash, credit cards, or other payment methods.
- Communicate effectively with passengers to confirm pick-up and drop-off locations, provide updates on travel progress, and address any concerns or inquiries.
- Maintain accurate records of fares collected, mileage driven, and hours worked for reporting and accounting purposes.
- Enforce safety protocols and procedures inside the taxi, including the use of seat belts and adherence to occupancy limits, to ensure the safety of passengers.
- Handle unexpected situations or challenges during travel, such as traffic delays or vehicle breakdowns, with professionalism and resourcefulness to minimize disruptions for passengers.

Uber Driver

Uber Kenya [05/02/2017 – 30/11/2019]

City: Nairobi

Country: Kenya

- Safely drove passengers to their destinations while adhering to traffic laws and safety regulations.
- Navigated using GPS or other navigation tools to determine the best routes and optimize travel time.



- Provided excellent customer service by greeting passengers, assisting with luggage, and ensuring a comfortable ride experience.
- Maintained your vehicle in good working condition, including regular cleaning, fueling, and addressing any maintenance issues promptly.
- Communicated effectively with passengers to confirm pick-up locations, address any concerns or inquiries, and provide updates on travel progress.
- Accepted fares through the Uber app and process payments using the designated payment method.
- Followed Uber's policies and guidelines, including those related to vehicle eligibility, driver conduct, and service standards.
- Maintained a flexible schedule to accommodate passenger demand and optimize earnings potential.
- Enforced safety protocols inside the vehicle, such as wearing seat belts and adhering to occupancy limits, to ensure the safety of passengers.
- Handled any issues or challenges that arise during rides, such as traffic delays or passenger conflicts, with professionalism and efficiency.

Company Driver

Safaricom PLC [01/08/2015 – 30/12/2016]

City: Nairobi

Country: Kenya

- Safely drove company vehicles to transport employees, clients, or goods to their destinations while adhering to traffic laws and safety regulations.
- Planned efficient routes to ensure timely arrivals and departures, considering factors such as traffic conditions, weather, and client schedules.
- Performed routine inspections and maintenance tasks on company vehicles, such as checking fluid levels, tire pressure, and ensuring overall vehicle cleanliness.
- Maintained accurate records of mileage, fuel consumption, and vehicle maintenance activities for reporting and accounting purposes.
- Provided excellent customer service to passengers or clients by greeting them professionally, assisting with luggage or cargo, and ensuring a comfortable and pleasant ride experience.
- Communicated effectively with supervisors, dispatchers, or clients to coordinate schedules, report any issues or delays, and address any concerns or inquiries.
- Followed company policies and guidelines regarding vehicle use, driver conduct, and safety protocols, ensuring compliance at all times.
- Maintained a flexible schedule to accommodate changes in transportation needs or unexpected events, such as last-minute trips or schedule adjustments.
- Enforced safety protocols inside company vehicles, such as wearing seat belts and adhering to speed limits, to ensure the safety of passengers and cargo.
- Represented the company positively at all times by maintaining a professional appearance, demeanor, and driving conduct while operating company vehicles.

EDUCATION AND TRAINING

Last Mile Operations

FIFA World Cup 2022 [05/06/2022 – 30/12/2022]

City: Doha

Country: Qatar

Fire Marshal Certificate

Mowasalat HSSE [10/03/2022 – 10/03/2022]

City: Doha

Country: Qatar



Defensive Driving

Karwa Academy [25/04/2020 – 30/04/2020]

City: Doha

Country: Qatar

Qatar Driving License

Karwa Academy [20/12/2019 – 27/02/2020]

City: Doha

Country: Qatar

Kenya Certificate of Secondary Education

Nyanza Christian Academy [05/01/2008 – 30/11/2011]

City: Kisumu

Country: Kenya

Kenya Certificate of Primary Education

Nyasidhi Primary School [05/01/1998 – 30/11/2007]

City: Siaya

Country: Kenya

DIGITAL SKILLS

Ethical Conduct / First Aid & Emergency Response / Stress Management / Time Management / Problem-Solving / Defensive Driving / Customer Services / Patience & Adaptability / Route Knowledge & Navigation / Communication Skills / Attention to Detail / Mechanical Aptitude

In the vast urban expanse, I am the unwavering sentinel of mobility, weaving through the bustling streets with precision and grace. With each journey, my commitment to safety and service burns brightly, guiding passengers to their destinations with care and reliability. As a solitary navigator of the asphalt labyrinth, I embrace the responsibility of delivering passengers to their destinations, their trust a beacon illuminating my path.