

## **Personal Information**

**NAME:** ANDREW JACOB AORO

**DATE OF BIRTH:** 26TH NOVEMBER 1987

**GENDER:** MALE

**NATIONALITY:** KENYAN

**MARITAL STATUS:** MARRIED

**RELIGION:** CHRISTIAN

**ADDRESS:** BOX. 79236 00200 NAIROBI

**TELEPHONE:** +254723925648

**EMAIL:** andrewaoro@gmail.com

### **Summary**

Dedicated Professional with demonstrated skills in customer service and time management

Experience professional in challenging environments to provide customer-focused resolution and feedback and willing to take up any task to support a team and help the business to succeed

### **Skills**

- Team Leadership
- Customer care
- Critical thinking
- Messenger
- Problem –Solving

- Flexible and Adaptable

## **Experience**

CHRVEN ENTERPRISE KENYA

### **Service Delivery Officer**

2023 January – present

- . Welcome customers and give warm transfers to relevant departments
- . Attend to customers' general queries.
- . Actively source feedback from clients using various sources and compile reports from external surveys conducted.
- . To ensure that issues escalated arising from customer queries are resolved within 24 hours to maintain customer satisfaction & loyalty.
- . Receive customer complaints and document the complains without fail.
- . Follow up on complaints to ensure they are resolved in time.

AI JABER ENGINEER QATAR

### **Driver/ Delivery Officer**

2015 November- 2022 October

Role: Deliver a wide variety of items to different addresses and through different routes

Follow routes and time schedule

Load, unload, prepare, inspect and operate a delivery vehicle

Ask for feedback on provided services and resolve clients ' complaints

Inform customers about new products and services

## **EDUCATION AND TRAINING**

2022 November – 2024 January

UNITY COLLEGE OF PROFESSIONAL STUDIES

### **CUSTOMER SERVICE CERTIFICATION**

- .Customer Service Approaching
- .Customer, Managing Frustrations and Creating a Relationship
- . Exemplifying Professionalism
- . Maintaining Fully Stock & Appealing Stores

. Decreasing External and Internal Theft  
Maximizing Product Knowledge

2015 NOVEMBER- 2016 JANUARY  
AL ASBER DRIVING SCHOOL QATAR.

**DRIVER LINCENCE**

.Light Driver Qatar

2009 OCTOBER- 2010 MAY:  
UNITY COLLEGE OF PROFESSIONAL STUDIES  
**DIPLOMA IN COMPUTER APPLICATION GRADE: B+**  
Diploma in Information Technology  
COMPUTER PACKAGES

2008 NOVEMBER-2008 NOVEMBER:  
**TRADEWINDS AVIATION SERVICES**  
Certificate of Training in SECURTY AWARENESS

2008 OCTOBER-2008 NOVEMBER:  
**TRADEWINDS AVIATION SERVICES**  
Completed the prescribed course According to ICAO and KCAA  
Specifications in DANGEROUS GOODS

2008 OCTOBER-2008 OCTOBER  
**KENYA AIRWAYS CARGO CENTER**  
Certificate of Attendance in SAFETY WARENESS

2008 SEPTEMBER-2008 SEPTEMBER  
**TRADEWINDS AVIATION SERVICES**  
Certificate of Training in RAMP SAFETY AWARENESS

2008 MAY-2008 JULY  
**EAST AFRICA SCHOOL OF CERTIFIED STUDIES**  
Completed a Certificate Course in HIV/AIDS MANAGEMENT

2003-2006  
**ST MICHEAL NYADEMA SECODARY SCHOOL**  
Kenya Certificate of Secondary School

**REFEREES.** Al Jaber Engineering HR Mr. Emad email [efarmawi@jec.qa](mailto:efarmawi@jec.qa)

. Manager CHRIVEN ENTERPRISE Mr. Kevin phone number +254753724779