



YORAM KIHENDO

Nationality: Kenyan **Phone number:** (+974) 30134547

Phone number: (+256) 788659780

Email address: kihendo30134547@gmail.com

Work: 37 Industrial Area , 1186 Doha (Qatar)

ABOUT ME

With over 12 years of diverse experience in private car services, taxi operations, and luxury limousine chauffeuring, I am a seasoned and reliable driver dedicated to delivering exceptional customer service. My career is characterized by a strong commitment to safety, punctuality, and professionalism. I excel in navigating complex routes, maintaining impeccable vehicle standards, and ensuring a smooth and comfortable experience for all passengers. My adaptability and focus on client satisfaction have earned me a stellar reputation in the transportation industry.

WORK EXPERIENCE

Taxi Driver

Mowasalat Karwa [13/08/2018 – Current]

City: Doha | Country: Qatar

- Safely transport passengers to their destinations following prescribed routes and adhering to traffic laws and regulations to ensure passenger safety and comfort.
- Provide excellent customer service to passengers, including assisting with luggage, answering inquiries about fares and routes, and maintaining a courteous and professional demeanor at all times.
- Perform routine inspections and maintenance checks on the taxi vehicle, including checking fluid levels, tire pressure, and overall vehicle condition, to ensure safe and efficient operation.
- Navigate through city streets and traffic using GPS systems or traditional maps to find the most efficient routes and avoid delays, ensuring on-time arrival for passengers.
- Collect fares from passengers, provide change as needed, and accurately record transactions using designated payment methods, such as cash or electronic payment systems.
- Keep the taxi vehicle clean and presentable for passengers, including regular interior and exterior cleaning, to maintain a positive image of the company and enhance customer satisfaction.
- Handle emergency situations calmly and efficiently, such as providing assistance to passengers in distress or contacting authorities in case of accidents or incidents.
- Ensure compliance with all relevant regulations and company policies, including maintaining proper licensing and documentation, adhering to vehicle safety standards, and following company protocols for reporting incidents or issues.

Airport Taxi Driver

Entebe Taxi Cabs [05/01/2016 – 30/06/2018]

City: Entebe | Country: Uganda

- Transported passengers to and from the airport in a timely and efficient manner.
- Familiarized myself with airport layouts and traffic patterns to navigate efficiently.
- Adhered to airport regulations and guidelines regarding passenger pick-ups and drop-offs.
- Provided a comfortable and pleasant atmosphere for passengers during their journey.
- Offered assistance to passengers with disabilities or special needs, ensuring their comfort and safety.
- Collected fares from passengers and provided accurate change when necessary.



- Implemented safety measures, such as securing luggage properly and using child safety seats when required.
- Communicated with passengers courteously and professionally, providing updates on travel times and routes.
- Submitted required reports and documentation to the taxi company or regulatory authorities.
- Strived to exceed passenger expectations by delivering excellent service and creating a positive travel experience.

Company Bus Driver

Kaweri Coffee plantation Ltd. [15/12/2012 – 30/12/2015]

City: Kampala | Country: Uganda

- Safely transported workers to and from the coffee plantation, ensuring timely arrivals and departures.
- Conducted routine maintenance checks on company vehicles to ensure they were in optimal condition for safe operation.
- Navigated rural roads and terrain to transport workers and guests to various locations within the coffee plantation.
- Assisted with transporting equipment, supplies, and harvested coffee beans between different areas of the plantation.
- Collaborated with plantation staff to support field operations as needed, including assisting with harvesting or maintenance tasks.
- Implemented safety protocols during transportation activities to minimize risks and ensure the well-being of passengers and cargo.
- Coordinated vehicle logistics for daily operations, including assigning vehicles to specific tasks and optimizing fuel usage.
- Communicated with plantation management and other staff members to coordinate transportation needs and schedules.
- Upheld a professional and courteous demeanor when interacting with passengers and guests, striving to provide exceptional customer service.

EDUCATION AND TRAINING

Fire Marshal Certificate

Mowasalt HSSE [10/05/2021 – 10/05/2021]

City: Doha | Country: Qatar

Qatar Driving License

Karwa Academy [10/10/2018 – 14/01/2019]

City: Doha | Country: Qatar

Uganda Driving License

Splendid Driving School [10/06/2012 – 30/08/2012]

City: Kampala | Country: Uganda

A level Certificate

Kasenye Secondary School [05/01/2010 – 30/11/2012]

City: Kampala | Country: Uganda



DIGITAL SKILLS

Panel Beating Skills / Teamwork & Collaboration / Organization at Work / Problem-Solving Skills / Knowledge of Industrial Vehicle Structure / Usage of Repair and Painting Products / Attention to Detail / Effective Communication Skills / Patience and Adaptability / Continuous Learning / Defensive Driving / Time Management / Stress Management / Mechanical Aptitude

With skilled hands and an artistic eye, I breathe new life into vehicles, restoring their brilliance and ensuring they shine on the road once more. Whether it's repairing a minor dent or executing a full-body respray, I approach each task with dedication and precision, striving to exceed expectations with every stroke of the brush and every tap of the hammer. My passion for perfection drives me to deliver results that not only meet but surpass the visions of my clients.