

ABDALLAH NJAU KIARIE

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📞 70821670

📍 Doha Qatar

SUMMARY

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

Adaptable working with extensive experience providing first-class results. Meets job demands and deadlines through diligent work-ethic and dedication to quality.

Dedicated supervisor with h experience in achieving tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals.

EXPERIENCE

06/2022 - 07/2023

Delivery Supervisor, Delivex trading, Doha, Qatar

- Managed fleet of 300 bikes, planning and timings to maximize se adherence to schedule.
- Directed daily operations to achieve maximum efficiency and productivity.
- Helping riders with shift issues, making sure they log in on time and checking up with them on a daily basis regarding order delivery
- In charge of assigning bikes and cars to company riders
- In charge of company garage maximizing efficiency in fixing riders bikes.
- In charge of preparing violation reports of company bikes and cars.

02/2022 - 06/2022

Delivery Rider, Delivex trading (Talabat), Doha, Qatar

- Drove on assigned routes and followed schedules, completing deliveries quickly and efficiently.
- Parked safely and legally outside restaurants and delivery addresses, minimising risk to road users and pedestrians.
- Packed goods in vehicle, organising packages in order for quick and efficient deliveries.
- Practised advanced problem solving, taking customers concerns and complaints seriously and providing solutions.
- Checked orders before and after delivery to be accurate and complete for increased customer satisfaction.
- Planned delivery routes effectively, minimising customer delays and ensuring piping hot food on arrival.
- Cared for delivery vehicles appropriately, performing necessary servicing and maintenance to avoid issues and breakdowns.
- Used exceptional communication and relationship-building skills to provide outstanding service, effectively enhancing customer

07/2023 - I
currently work
here

Delivery Driver, Delivex Trading (Talabat), Doha, Qatar

- Handled merchandise carefully to provide safe delivery.
- Resolved customer complaints and adjusted orders to satisfaction post-delivery.
- Collected money from customers, provided change and recorded transactions on handheld device.

SKILLS

- Coordination
- Compliance standards
- Systems evaluation
- Health and safety assessments
- Inventory management
- MS Office Suite
- Public speaking
- Communication skills
- Team leadership and motivation
- Resourcefulness

EDUCATION

- 01/2013 - 11/2016 **Certificate of Higher Education, Higher Education
Victory Sentors High, Mombasa, Kenya**
- 06/2018 - 07/2018 **Network support Specialist , Networking
Institute of Advanced Technology , Mombasa, Kenya**
- 01/2017 - 07/2017 **Technical Certification in Information Communication Technology ,
Computer studies
Abaad Institute of Technical Training , Mombasa, Kenya**

LANGUAGES

Swahili: : First language

English: : C2

Proficient

Arabic: : B1

Intermediate

ACCOMPLISHMENTS

- Streamlined workflow by consolidating lengthy processes and redundant documentation that resulted in more effective and timely completion of Tasks

CERTIFICATIONS

- Public Speaking certified

REFEREES

SYED FARHAN ABBAS.
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