



HIRAM MAHINDU MAINA

Nationality: Kenyan **Phone number:** (+974) 444795

Phone number: (+254) 716537790 **Email address:** [hirammahindu@gmail.com](mailto:hiramahindu@gmail.com)

Work: 37 Industrial Area, 1186 Doha (Qatar)

ABOUT ME

I have consistently delivered safe, reliable, and efficient transportation services, ensuring punctuality and passenger satisfaction on every route. With extensive knowledge of traffic regulations and diverse routes, along with a strong commitment to exceptional customer service, I address various passenger needs with professionalism and courtesy. I take pride in maintaining a spotless driving record, conducting thorough vehicle inspections, and adhering to safety protocols, whether assisting passengers with special needs or resolving inquiries and complaints. In addition to my driving expertise, I have developed skills in welding and mechanical work, enabling me to contribute effectively in the automotive industry. My self-driven nature and commitment to continuous learning allow me to adapt to changing road conditions and industry demands, with a focus on being a catalyst for change and improvement in performance and quality, consistently upholding the highest standards of service.

WORK EXPERIENCE

PSV Driver, STS

Doha, Qatar

January 2024 - Present

- Currently driving public service vehicles, focusing on timely and safe passenger transport.
- Adhere to strict schedules to minimize delays and optimize passenger satisfaction.
- Conduct pre-trip and post-trip inspections, ensuring vehicles are in optimal condition for operation.
- Manage on-board customer interactions, addressing inquiries, and providing assistance as needed.
- Enforce safety protocols, including COVID-19 guidelines, to maintain a secure environment for all.
- Handle fare transactions, ensuring accurate and secure management of funds.
- Report any incidents, accidents, or mechanical issues to supervisors for immediate action.

PSV Driver, Mwaselat

Doha, Qatar

2022 - 2024

- Operated public service vehicles, providing reliable transportation services to passengers.
- Followed designated routes and schedules to ensure timely arrivals and departures.
- Monitored vehicle performance, performing basic troubleshooting and reporting issues as necessary.
- Provided customer service by addressing passenger inquiries and resolving concerns.
- Ensured compliance with all safety regulations, including passenger conduct and seatbelt use.

- Assisted in loading and unloading luggage, ensuring the safety and comfort of all passengers.
- Maintained accurate logs of mileage, routes, and any incidents or issues during service.

Mowasalat Karwa Bus Driver

Doha, Qatar
2016 - 2022

- Responsible for driving buses, ensuring passenger safety, and adhering to schedules.
- Maintain a high standard of professionalism, offering courteous and helpful service to all passengers.
- Conduct regular vehicle inspections to identify and report any mechanical issues or necessary repairs.
- Ensure compliance with local traffic laws and company policies to guarantee safe operation.
- Assist passengers with special needs, providing necessary support for their comfort and safety.
- Manage fare collection and electronic ticketing systems accurately, ensuring proper revenue handling.
- Handle emergency situations effectively, following established protocols for passenger safety.
- Maintain the cleanliness and orderliness of the bus, providing a pleasant travel environment.

Mechanic, Total Kenya Limited

Kenya
2010 - 2012

- Performed maintenance and repair work on various vehicles, ensuring operational efficiency.
- Diagnosed mechanical issues and conducted necessary repairs on engines, transmissions, and other systems.
- Conducted routine vehicle servicing, including oil changes, tire rotations, and brake inspections.
- Collaborated with a team of mechanics to address complex mechanical problems and complete repairs.
- Maintained a clean and organized workspace, ensuring all tools and equipment were in good working order.
- Provided expert advice to customers on vehicle maintenance and repair options.
- Kept detailed records of all repairs and services performed, ensuring transparency and accuracy.

Mechanic, Gilgil Auto Garage

Kenya
2008 - 2009

- Conducted repairs and routine servicing of automobiles in a busy auto garage.
- Diagnosed vehicle problems using specialized diagnostic equipment and tools

- Performed a wide range of repairs, including engine overhauls, brake replacements, and suspension work.
- Advised customers on necessary repairs and provided cost estimates for approval.
- Worked efficiently under pressure to meet tight deadlines and maintain high customer satisfaction.
- Ensured all repairs met safety and quality standards before releasing vehicles back to customers.
- Managed inventory of parts and supplies, ensuring availability for timely repairs.

Mechanic, Nyahururu Juakali Auto Garage

Kenya
2005 - 2007

- Gained experience in mechanical work, specializing in vehicle diagnostics and repairs.
- Performed routine maintenance tasks such as oil changes, filter replacements, and tire checks.
- Assisted in more complex repairs under the guidance of senior mechanics, learning advanced techniques.
- Developed skills in troubleshooting mechanical issues and determining the best course of action.
- Provided support in maintaining a clean and safe work environment.
- Built strong customer relationships through reliable service and clear communication.
- Learned and applied industry best practices, contributing to the overall efficiency of the garage.

EDUCATION AND TRAINING

PSV HEAVEY BUS DRIVER

GCC Driving Licence [2021 - 2024]

City: Doha | **Country:** Qatar

KARWA SCHOOL

Bus Driver [2016]

City: Doha | **Country:** Qatar

Automobile Association of Kenya

Driving [2008]

City: Nairobi | **Country:** Kenya

Mechanical Grade 11 and motor vehicle electrician grade 111

[2005 -2007]

City: Gilgil | **Country:** Kenya

DIGITAL SKILLS

Defensive Driving / Customer Service / Patience & Adaptability / Route Knowledge & Navigation /
Communication Skills / Attention to Detail / Mechanical Aptitude / Time Management / Stress Management /
Teamwork & Collaboration / First Aid & Emergency Response / Ethical Conduct