



SAMSON M. ABRAHAM

PERSONAL STATEMENT

Possessing strong administrative and organizational skills and able to Work effectively, both as team member and independently. Excellent communication, Presentation, Negotiation and Training skills with Enthusiasm, Confidence and Articulate professional speaking abilities.

PERSONAL DATA

DATE OF BIRTH:

7th October 1982

MARITAL STATUS:

Married

NATIONALITY:

Kenyan

HEIGHT:

6'2"

LANGUAGES:

English – Excellent

Swahili – Excellent

Arabic – Basic Spoken

CONTACTS

PHONE:

+97477654104 / 66306789

ADDRESS:

Al-Markhiya – Doha Qatar

EMAIL:

mutahi_s@yahoo.com

LinkedIn URL:

<https://www.linkedin.com/in/samson-abraham-m-18174133>

PROFILE

I have over **15 years** plus wide-ranging experience in Business Development, Facility Management, Road Safety Training (TTT) and Fleet coordination in a fast-paced work environment with remarkable Customer Service. Theoretical Coach for experienced and novice drivers with excellent verbal and written communication skills to successfully develop presentations, write reports and draft correspondence. In-depth knowledge of MS Word, Publisher, PageMaker, Excel and PowerPoint.

EDUCATION

MARKETING SOCIETY OF KENYA – Nairobi, Kenya

2007 - 2008

Practitioner Diploma in Marketing

RAHABEL COLLEGE – Nairobi, Kenya

2003 - 2004

Diploma in Sales and Marketing

NYANGWA BOYS HIGH SCHOOL – Embu, Kenya

1997 - 2000

O' Level Certificate

SKILLS AND TRAININGS:

- ❖ **NEBOSH-** International Diploma in Occupational Health and Safety (**On-going**)
- ❖ **Basic Fire Fighting**
- ❖ **Emergency First Aid with CPR & Safe use of AED**
- ❖ **High field** Level 2 Award in Risk Assessment (RQF)
- ❖ **HABC** Level 2 International Award in Fire Safety (DISTICTION)
- ❖ **HABC** Level 2 International Award in Emergency First Aid at Work
- ❖ **IOSH-** Managing/ Working Safely
- ❖ **CIEH** Level 2 Award in fire safety principals
- ❖ **Security Driving Courses** - (Defensive Driving, Counter Car-jacking, Hostile Environment Driving, 4X4 On/Off road, Close Protection Driving).
- ❖ **Computer Applications in Business Managements**

WORK EXPERIENCE

Gracious Cleaning & Hospitality- Doha -Qatar

Business Development Manager

01 Feb 2024 – Date

Duties & Responsibilities:

- Develop a growth strategy and increasing profitability and customer satisfaction
- Identify opportunities for continuous improvement of cost savings and account growth
- Ensure all cleaning services projects are smoothly implemented efficiently and cost-effective.
- Ensure healthy and safety procedures and conduct random and pre-planned audits
- Ensure that site documentation and risk assessments are maintained and correct
- Have a good customer network and maintain and develop relationships with new and existing clients.
- Arrange and attend sales meetings with prospective clients, bid and secure new cleaning services contracts;
- Monitor and report on market and competitor activities and provide relevant reports and information.
- Maintaining and developing existing and new customers through appropriate propositions and ethical sales methods, and relevant internal liaison, to optimize quality of service, business growth, and customer and satisfaction.
- Plan/carry out/support local marketing activities to agreed budgets and timescales, and integrate personal sales efforts with other organized marketing activities.

Qatar Rail/ RKH Qitarat – Doha- Qatar

Station Manager

21 Dec 2019 – 07 Jan 2024

Duties and Responsibilities:

- Prepared comprehensive reports outlining operational performance metrics.
- Coordinated special events at the station to increase brand visibility.
- Enhanced employee performance by providing ongoing training and feedback.
- Fostered a culture of continuous improvement by encouraging staff to identify and address opportunities for process optimization.
- Cultivated positive relationships with contractors to ensure timely services needed for successful operations maintenance.
- Streamlined communications between departments and staff to improve overall efficiency within the station environment.
- Evaluated employee performance regularly, identifying areas for improvement and developing action plans accordingly.
- Improved station efficiency by close monitoring of SCADA/ CCTV, BACS, FACP plus other safety operational mechanism.
- Ensured regulatory compliance by maintaining accurate records, conducting audits, and addressing issues promptly.
- Managed Station staff, House Keeping and Security Guards schedules for optimal coverage, ensuring excellent customer service and smooth operations.
- Raising Faults and following up PM and CM for equipments to reduce downtime and ensure reliability during Off/ Peak and Engineering hours.
- Led team meetings to communicate updates, reinforce expectations, and foster open communication among staff members.
- Boosted customer satisfaction ratings by consistently delivering high-quality services and resolving complaints in a timely manner.
- Scheduled shifts and shift changes to accommodate workload and customer needs.
- Developed standard operating procedures for team to follow and maintained records of activities.

Al-Khebra Driving Academy – Doha- Qatar

Training Assessor/ Fleet Coordinator

08 July 2010 – 15 Dec 2019

Duties and Responsibilities:

- Training driving Instructors to manage time effectively, improving overall performance.
- Conducting Practical and Theoretical Training for the instructors and make sure they undergo a progressive training as well as Defensive and Customer Service training.
- Assessing all New instructors & determined their capabilities and professionalism.
- Positively interacted with drivers, instructors, upper management which helped improve overall communication and work ethics.
- Ensure compliance with all relevant regulations, including MOT regulations, environmental regulations, and local laws.
- Develop professional standards within the training environment and make recommendations for improvement of existing policies or processes.
- Ensure accident investigations are undertaken in a robust, methodical & timely manner including post-accident remedial plan and necessary training to address root cause to prevent reoccurrences.
- Enhanced driver training programs to promote safe driving practices and improve overall fleet safety records.
- Implemented additional training and assessment for instructors who gain repeated Tachograph infringement or have repeated accidents.
- Inspected Training vehicles and requested maintenance tasks be completed within specific timeframes.
- Organized routine maintenance tasks to ensure all vehicles remained in optimal working condition throughout their service life.
- Keep detailed records of vehicle maintenance and repair activities, as well as fuel consumption and other metrics.
- Established a clear communication protocol amongst drivers and instructors, fostering a supportive work environment that encouraged prompt reporting of issues related to their assigned vehicles.
- Ensured compliance with MOI safety regulations by conducting regular inspections and addressing issues promptly.
- Developed and maintained an effective preventive maintenance program to maximize the lifespan of the fleet.
- Supported Hr in the recruitment and development of the training team required.

Glen Edmunds Advanced Driving - Nairobi - Kenya

Coach /Close Protection Driver / Telemarketer

Nov. 2009 Feb 2010 - July 2010

Duties & Responsibilities:

- Arranged all the practical trainings and conduct presentations as required.
- Conducting Technical advanced training with Skid Control exercises, Vehicle Maneuvering, Collision avoidance techniques and ambush severance.
- Evasive Training:- J-Turns, Handbrake Turns and Y-Turns.
- Severance Detection, risks identification and mitigations.
- Vehicle dynamics training, Braking and Steering Drills.
- Convoy, motorcade tactics and recovery training.
- Defensive Driving 4X4 On/OFF Road Training.
- Providing Close Protection Driving to our VIP's in transit.
- Support the Executive Team & other co-operate stake holders across the full spectrum of information collection adhering to its governance and code of conduct.
- Safeguard and maintain highly sensitive and confidential information.
- Plan and manage personal business portfolio/territory.
- Maintain and develop existing and new customers through appropriate propositions.
- Plan/carry out/support local marketing activities through agreed budgets and timescales, and integrate personal sales efforts with other organized marketing activities, e.g., product launches, promotions, advertising, exhibitions and telemarketing.
- Respond to and follow up sales enquiries using appropriate methods and practices.

Sales Executive

CarMax Leasing & Rentals Ltd.

Nairobi - Kenya

Feb. 2008- Oct. 2009

Duties & Responsibilities:

- Plan and carry out direct marketing activities (principally direct mail) to agreed budgets, sales volumes, values and timescales.
- Respond to and follow up sales enquiries by E-mails, telephone, and personal visits.
- Carry out market research, competitor and customer surveys.
- Liaise and attend meetings with other company functions necessary to perform duties and aid business development.
- Attend training and to develop relevant self-knowledge and skills.
- Manage the operations and proper maintenance of company's Rental fleets.
- Managing and planning fleet budgets and insurance claim follow-up.
- Close monitoring of Vehicle Tracking System and 24hrs rescue coordination team.

REFERENCES:

To be provided upon request.