

IORNA, TERSOO VITALIS

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PROFESSIONAL SUMMARY

Professional and customer focused Uber driver with a demonstrated history of efficiently transporting passengers to their destinations, accurately calculating fares, and managing administrative duties, possesses exceptional communication abilities, a strong work ethic, and excels in high pressure situations.

CAREER OBJECTIVE:

To deliver high standards of service in an organization where working environment encourages meritocracy, team work, and excellence in service. To accelerate creativity in moving the organization forward.

WORK EXPERIENCE

- January 2021 – October 2023
Uber Technologies, Inc) Abuja, Nigeria

Duties:

 - Communicated effectively with passengers, providing transportation to and from their desired destinations ensuring superior customer experience and satisfaction.
 - Ensure vehicles were maintained in clean and excellent condition while delivering top-notch customer service and resolving any issues promptly.
 - Loaded and unloaded vehicle, identified the most efficient routes, and demonstrated composure in high pressure situations.
 - Follow GPS directions accurately, calculated fares correctly, and completed necessary administrative tasks efficiently.
 - Adherence to all traffic laws and regulations.
 - Attained and maintained a flawless 5 star ride rating.
- February 2019 – June 2020
Discove (Transportation) Ltd Gboko Nigeria)

Duties:

 - Ensuring the safety and comfort of all passengers on board.
 - Adhere to all traffic laws and regulations
 - Perform routine vehicle inspections.
 - Maintain accurate records of trips.
 - Assist passengers with boarding and alighting.
 - Handling passengers inquiries and concerns.
 - Adhere to strict schedules for timely arrivals and departures.
 - Keeping the bus clean and presentable.
 - Following company policies and procedures.
 - Ensuring compliance with all safety regulations.
 - Handle emergency situations calmly and efficiently.
 - Conduct pre-trip and post-trip inspections.
- September 2016 – February 2017
HSE Officer, Shival Engineering Service Limited Gwarinpa Abuja, Nigeria

Duties:

 - Identified at developing safety plans, overseeing implementation as well as conducting field safety survey, site safety surveillance and auditing to ensure the highest performance.
 - Analysis contracts HSE risks and put adequate measures in place to manage
 - Identified safety hazards as well as reasonably practicable measures

Organize HSE workshop including kick-off meetings and put effective measures in place to manage the risks to "as low as reasonably practicable" (ALARP)

Conduct audits and inspections for all project activities and ensure all recommendations are properly implemented

Inspecting and maintaining all personal protective, fire-fighting and safety equipment to ensure workplace safety and avoid any hazards.
Responsible for risk assessment for each job, participating in the process of investigation, recording of accident/safety management systems

Managed safety inspections and audits of all working sites to ensure compliance with safety regulations.

Developed and implemented safety policies and procedures to ensure a working environment.

Conducted hazard assessments and risk analysis to identify and mitigate potential hazards.

Coordinated with departments and personnel to ensure regulatory compliance and safety awareness.

To carry out regular safety inspections, fire drills, risk assessment update, and review of lone working procedures, ensuring employees are aware of their responsibilities regarding HSE

Investigate accidents, incidents, and near-misses to identify root causes and recommend corrective actions to prevent recurrence.

Facilitating communication between management and employees regarding safety concerns and initiatives.

February 2009 - August 2010
Primary School Teacher, Benue State, Nigeria (On Teaching Practice)

Duties:

Preparation of lesson plan.

Engaging students in critical thinking and interested or interdisciplinary learning.

To improve basic knowledge and understanding among students.

Imparting knowledge.

Setting performance goals and tracking improvements.

Organizing school events.

EDUCATION

- 2023-Institute Of Safety Professionals of Nigeria
- 2023-Ciel Consulting, Area 1 Garki Abuja, Nigeria
- 2021-Topkraft Culinary Academy Kubwa Abuja, Nigeria
- 2018-Benue State University, Makurdi, Benue State, Nigeria
- 2011-College of Education Katsina-Ala, Benue State, Nigeria
- 2007-Creativity College Ameladu, Benue State, Nigeria
- 2001-Demonstration Pilot Science Primary School Mkar Gboko, Benue State, Nigeria

QUALIFICATIONS/CERTIFICATES OBTAINED

- 2023-Logistic and Supply Chain Management (LSCM)
- 2023-General Healthy Safety and Environment (HSE)
- 2023-Healthy Safety and Environment (HSE) Competence development Level 3
- 2023-Food Handling and Safety (FHS)
- 2021-Professional Chef Diploma
- 2018-Bachelor of Science (B.Sc) Library and information Science
- 2011-Nigeria Certificate in Education (NCE)
- 2007-Senior School Certificate Examination (SSCE)
- 2001-First School Leaving Certificate (FSLC)

SKILLS AND COMPETENCES

- Records management
- Organizational skills
- Interpersonal communication
- Adaptability
- Computer literacy
- Leadership

OTHER INTERESTS

- Reading and Research
- Travelling
- Football
- Driving

PERSONAL DETAILS

SEX:

NATIONALITY:

DATE OF BIRTH: 20 January, 1992

REFEREES

- 1) Dr. Frances Kalu
University of Calgary
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- 2) Engr. Terzungwe Joseph Iorna
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