



# JOSEPH OCHIENG OJIJO

## (Service Advisor)

### CONTACT

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in JOSEPH OJIJO

### PERSONAL DETAILS

Nationality : **Kenya**  
Driving Licence : **VALID QATAR LIGHT DRIVERS**  
QATAR : **AVAILABLE, VISA TRANSFERABLE**  
POSITION : **FLEET SERVICE COORDINATOR**

### SKILLS

■ Fleet Management  
■ Transportation  
■ Customer Service ■ Hard Worker  
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### ACHIEVEMENTS & AWARDS

COMPUTER APPLICATION

### LANGUAGES

■ FLUENT ENGLISH ■  
BASIC ARABIC

### CAREER OBJECTIVE

Experienced Service advisor with technical knowledge in tires. Looking to utilize my skills and abilities for organizational and professional growth while being resourceful, innovative and flexible.

### EXPERIENCE

Service Advisor 2013 - 2024

**NASSER BIN KHALID & SONS (Michelin Tires Division) -QATAR**

- Greeting customers and directing them to an available technician
- Consulting technicians about needed repairs and alternatives that can be offered instead of expensive ones
- Answering customer questions about service outcomes and consulting with Technicians when necessary.
- Informing customers about potential cost savings and warranty protection.
- Assisting the customer about deciding to fix their car.
- Overseeing and managing showroom's scheduling and workflow.
- Informing customers about changes in service and when their vehicle is ready for pick up.

## INTERESTS

MUSIC, SOCIAL  
ACTIVITIES

### FLEET SERVICE COORDINATOR

#### **AUTOMOTIVE MANAGEMENT SERVICES (AMS)—**

**Mogadishu Somalia**

**2014 - 2018**

- Advice on suitable tire models & makes for the organization based on performance tracking reports.
- Daily tire movements monitoring and documentation.
- Supervise the tire bay staff.
- Produce monthly tire consumption records.
- Carry out weekly fleet inspections with an aim to effective preventative tire maintenance

### TIRE MAN

**Qatar Primary Materials Company-  
(QPMC)**

**2010 - 2012**

- Tire inspection and monitoring
- Identify and inflate tires as per manufacturer's specifications.
- Raise vehicles, using hydraulic jacks.
- Remount wheels onto vehicles.
- Locate punctures in tubeless tires by visual inspection or by immersing inflated tires in water baths and observing air bubbles.
- Unbolt wheels from vehicles and demount them, using lug wrenches and other hand and power tools
- Apply rubber cement to buffed tire casings prior to vulcanization process.
- Reassemble tires onto wheels.
- Drive automobile or service trucks to industrial sites to provide services or respond to emergency calls.
- Replace valve stems and remove puncturing objects.
- Rotate tires to different positions on vehicles, using hand tools.

## EDUCATION

Kenya Certificate of Secondary Education

1996

## REFERENCE

AVAILABLE ON REQUEST -