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|  |  | Stephen OTIENO Omari |
| Profile A result oriented professional with extensive experience in Administration and being versatile to venture into transportation and excel as an avid driver.  I thrive in dynamic and challenging environments that ensure that I utilize my strengths in customer service protocols, interpersonal skills to ensure clients are satisfied.  I am to achieve high rating and positive feedback not only from customers but also my colleagues to ensure the set objectives are met. Contact PHONE:  +97455321455  EMAIL:  [omaristephen550@gmail.com](mailto:omaristephen550@gmail.com) Hobbies  1. Driving 2. Football 3. Hiking 4. Traveling |  | EDUCATIONICON TRAINING CENTER (ITC),DOHA *September 2022-December 2022*  *Supply Chain Management level 4 (MOFA&Chamber)* Graffins College, Nairobi January 2016 – June 2016  Associate Business Executive **(A.B.E)** Graffins College, Nairobi July 2015 – December 2015  Higher/Advance Diploma in Associate Business Executive **(A.B.E)** Upperhill High School 2003 - 2006  Kenya Certificate of Secondary Education **(K.C.S.E)** WORK EXPERIENCECastle Limousine - LTS Driver 17th November 2021– December 2022   * Handle hotel transfer for guests * Scheduling regular vehicle maintenance appointments  Mowasalat - Karwa Driver November 2019– 11th November 2021   * Familiarize with regular routes to enhance timely drop offs * Understand the features and functions of the Mowasalat app. * Maintain high customer service and handle complaints professionally. * Keep accurate records of trips and manage the transactions seamlessly. * Ensure the vehicle is clean and tidy with scheduling regular maintenance appointments. * Maintain COVID-19 safety requirements when transporting passengers  Wert Consulting Ltd – Uber/Taxify Driver March 2019 – September 2019   * Comprehend the use of Uber/Taxify software by understanding its functions and features. * Respond to calls & pings from customers as per company protocols. * Receive & follow customer locations through the software and follow the route as given by Uber/Taxify app. * Keep accurate records of trips and cashflow. * Ensure timely arrival of customers to selected destinations. * Uphold the highest customer relations when they embark on the vehicle. * Ensure the vehicle is clean and tidy, with regular preventative & maintenance done regularly.  Baus Optical Limited – Sales Executive May 2017 – January 2019   * Sales of different eye wear brands. * Listening to customer requirements and presenting appropriate solutions. * Establishing and maintaining relationships with new & existing customers in person and via telephone. * Responding to incoming phone enquiries. * Collecting customer feedback and reporting to the manager. * Bookkeeping of Company’s accounts. * Customer care and maintaining client relations. * Update the client data base.  Good Shepherd African Gospel Church – Administrative Assistant May 2012 – January 2017   * Coordinating and Planning Children’s activities during Sunday school and holiday camps. * Teaching and planning Bible lessons. * Coordinating and facilitating games and children’s sports. * Preparing resources and children’s learning materials. * Preparing materials needed in meetings. * Offering school transport & other transport services for the church. * Providing any adhoc support needed by the administrative team.  **SKILLS** |
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