|  |  |  |
| --- | --- | --- |
|  |  | Stephen OTIENO Omari |
| ProfileA 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.ContactPHONE:+97455321455EMAIL:omaristephen550@gmail.com Hobbies1. 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, NairobiJanuary 2016 – June 2016Associate Business Executive **(A.B.E)**Graffins College, NairobiJuly 2015 – December 2015Higher/Advance Diploma in Associate Business Executive **(A.B.E)**Upperhill High School2003 - 2006Kenya Certificate of Secondary Education **(K.C.S.E)**WORK EXPERIENCECastle Limousine - LTS Driver17th 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 DriverMarch 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 ExecutiveMay 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 AssistantMay 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** |
|  |  |  |