

## HAJI ASUMANI KIMANTHI

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### OBJECTIVE:

I am seeking a competitive and challenging environment in customer services or anywhere I can serve your organization and establish an enjoyable career for my coworkers and myself.

### KEY SKILLS \$ ACHIEVEMENTS:

- ❖ Awarded in honor of outstanding performance and dedication done by mystery shopper.
- ❖ Well informed regarding state approved hygiene standards and policy
- ❖ Demonstrated ability to handle work accurately during rush hours and ensuring timely billing and order delivery
- ❖ Able to recommend deals, side orders and meals for minors from the deals menu to facilitate the guests and promote products
- ❖ Showing initiative, problem solving and decision making skills.
- ❖ Demonstrated ability to greet patrons, make suggestions and reply to questions.
- ❖ Excellent customer service and customer handling experience
- ❖ Excellent communication and interpersonal skills, ability to lead people

### WORK EXPERIENCE

**POSITION** : DRIVING INSTRUCTOR

**COMPANY** : Alijarah Driving Acadamey - Qatar

**YEAR** : June 2022 to date

#### Duties and Responsibilities:

- ❖ Planning out all the driving lessons according to the student's requirements
- ❖ Delivering lessons on driving to the students
- ❖ Performing practical lessons
- ❖ Suggesting improvements in driving skills
- ❖ Explaining the driving procedures and techniques
- ❖ Ability to pay close attention to details
- ❖ Demonstrate the ability to remain calm in stressful situations
- ❖ Managing time effectively.

### ❖ **WORK EXPERIENCE**

**POSITION** : Taxi Driver  
**COMPANY** : Road and Transport Authority (RTA) Dubai  
**YEAR** : AUGUST 2016 to JULY 2019

#### **Duties and Responsibilities:**

- ❖ Picking up and delivering customers.
- ❖ Provide a prompt and friendly customer service to ensure total satisfaction
- ❖ Taking the fastest and safest route
- ❖ Check regularly with guests to make sure that they are comfortable during a long trips.
- ❖ Helping to load and unload the vehicle
- ❖ Calculating the right fare and returning the correct change
- ❖ Ensuring that quality audits are completed to a high standard
- ❖ Responsible for all cash management during the shift

**POSITION** : SERVICES CREW/SHIFT INCHARGE  
**COMPANY** : COLD STONE CREMARIES - Dubai  
**YEAR** : SEPTEMBER 2014 UPTO 2016

#### **Duties and Responsibilities:**

- ❖ Greet customers cheerfully and with a smile
- ❖ Process the order, generate bills and answer guest queries about deal offers and service time
- ❖ Provide a prompt and friendly customer service to ensure total satisfaction
- ❖ Give the ultimate ice cream and service experience
- ❖ Check regularly with guests to make sure that they are attended to accordingly.
- ❖ Motivating staff to deliver better results
- ❖ Keeping your vehicle clean and in good working order.
- ❖ Steadily increasing revenue through strong focus on customer service
- ❖ Coordinating with dispatchers, customer service representatives, office personnel and customers.

**POSITION** : Customer service (Spa Attendant)  
**COMPANY** : Pedi Pond Fisho Spa (Yas Water World UAE)  
**YEAR** : March 2013 to February 2014

#### **Duties and Responsibilities:**

- ❖ Greeting and interacting with guests
- ❖ Taking payment by all kinds of currencies and cards.

- ❖ Always keeping the customer entertained.
- ❖ Attending to special requests and needs of guests.
- ❖ Maintaining security of the facility and making note of any maintenance
- ❖ Cleaning and maintaining the Spa area.
- ❖ Reporting to the manager of any issues that occur at the spa.

**POSITION** : Customer Service (Call Center)

**COMPANY** : Group 4 securicor (G4S) - Qatar

**YEAR** : April 2011 – February 2013

**Duties and Responsibilities:**

- ❖ Receiving calls from clients (banks) and act according to their requirements.
- ❖ Planning and implementing.
- ❖ Organizing of schedules and work to be done outside by other teams.
- ❖ Record keeping of keys, ATM materials e.g. journal, receipt printers and all other paper work regarding ATM.
- ❖ Maintenance and record keeping of portable field cameras, gate passes and vehicle petrol cards.

**POSITION** : Supervisor

**COMPANY** : MBco Dubai Mall (Belhasa Group of Companies)

**YEAR** : March 2009 – January 2011

**Duties and Responsibilities:**

- ❖ Organizing and allocating of each staff duty of the day
- ❖ Maintaining the company image and ensuring protocols are followed.
- ❖ Ensuring that service and customers are served to their satisfaction.
- ❖ Check regularly with guests to make sure that they are enjoying their meals.
- ❖ Take necessary action to resolve any complaints.
- ❖ Discussing with the head chef for each days specials.
- ❖ Describe meal constituents and cooking methods to patrons.
- ❖ Returning and resolving any challenges among staffs.
- ❖ Prepare list of overall meal costs along with sales taxes.
- ❖ Closing each days sales and worksheets

## **EDUCATIONAL BACKGROUND**

- ❖ **2004 – 2006** : Certificate in computer application programs at Imphonet Up line Technologies ltd Kenya
- ❖ **2004 – 2007** :Certificate of secondary education at St. Teresa's secondary school
- ❖ **1996 – 2004** :Certificate of primary education at Embu urban primary school,
- ❖ **2011 – 2011** : Certificate of ATM crew training in Doha Qatar.
- ❖ **2022-** Manual Qatar Driving license



## **PERSONAL INFORMATION:**

**DATE OF BIRTH** : January 03, 1987  
**GENDER** : Male  
**NATIONALITY** : Kenyan  
**RELIGION** : Muslim  
**MARITAL STATUS** : Single  
**VISA STATUS** : Exiting



## **HOBBIES:**

- ❖ Cycling
- ❖ Travelling
- ❖ Dancing
- ❖ Swimming

## **REFEREES**

**UPON REQUEST**







