#### HAJI ASUMANI KIMANTHI

Address : Majimbo, Embu, Kenya

Mobile # : +254717253778 Email add : hajinat@gmail.com

## **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 40.8111520
- 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 : 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** 

# DESCRIPTION / MAELEZO / DESCRIPTION Bearet / Micen'se Pari / Timbary HAJI KIMANTHI ASUMAN Place of Residence - Mahali atships ( Loc. de Résidence DALLAS STADIUM, KAMIU MAJIMBO EMBU Height / Orche / Hauseur 5'7" from 1.7 miles Colour of Eyes / Rangi ya Macho / Couleur des Yeas BLACK Special Peculiarities / Alama voyote istyo ya kawuida / Particularitie Spéciales NONE Profession / Taaluma / Profession Signature of Holder / Sahihi ya Mwenye Pasi / Signature of Passport Officer / Salehl in Africa in Paul Signature du Tituliure Signature de l'Agent des Passeports REPUBLIC OF KENYA / JAMHURI YA KENYA / REPUBLIQUE DE KENYA PASSPORTIPUSIFISSEPORT KEN AK0824323 ASUMAN HAJI KIMANTHI KENYAN 974006 03 JAN 1987 M EMBU, KEN

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