



WILLIAM NDUNGU

Public Transport Bus Operator

Contact Me

✉ 4willy2019@gmail.co

☎ m+974 7108 9764

Education

- **Certificate in Mechanical Engineering**

Kenya Institute of Highways and Building Technology

- *Computer Packages*

Key Competency, Certifications & Licenses:

- Holder of Qatar/ Kenya Driving License
- Certified Roller Machine Operator
- Certified Loader Machine Operator
- Certified Excavator Machine Operator

Profile

A hardworking, proactive, responsible, versatile, dependable professional in various fields with a decade of acquired skills, competencies and experience. I work well under minimum supervision to achieve set organizational goals. My objective is to challenge myself everyday in new areas of expertise to enhance growth while gaining valuable experience. I am health and safety oriented to achieve zero harm while performing my tasks. I work well with multinationals and great within and in a team to enhance cohesion.

Work Experience

Public Transport Bus Operator

Mowasalat_Karwa Public Transport
Jan 2020 - Oct 2023

- Pick up and drop off passengers at designated locations
- Follow a planned route or drive to a requested destination
- Help passengers, including those with disabilities, get into and out of the vehicle
- Obey traffic laws and state and federal transit regulations
- Follow procedures to ensure passenger safety
- Disseminates information to passengers using passenger information system.
- Keep passengers informed of possible delays
- Maintain vehicle by checking tires, lights, and oil
- Keep the vehicle clean and presentable
- Coordination with stakeholders during normal, degraded, and emergency situation during your shift

Customer Service Officer:

Kenya Railways:
August 2017 to December 2019

- Providing assistance during delays of passengers as and when necessary
- Controlling and mitigating overcrowding in station and platforms to ensure that passenger flow is managed in an orderly manner
- Delivering essential messages to passengers via audio or visual means in a timely, clear and proactive manner
- Monitoring and controlling the direction of the fare gates to facilitate the flow of passengers, and in the event of an emergency situations.

Trainings:

- Customer Experience
- Station Operations
- Basic First Aid
- Basic Fire and Safety
- Post Incident report writing
- Incident Management and Handling
- Electric Bus Operation

Skills & Proficiencies:

- Multitasking
- People Management
- Operations Management
- Problem solving
- Complain Management
- FIFA Qatar 2022 Participant
- Incident Management
- Team Player

Personal Information

DOB: 7th May 1991
Nationality: Kenyan
Marital Status: Married

Language Proficiency

English
Kiswahili

- Providing ticket sales, train services information and responding to passenger enquiries
- Distributing publicity materials and handling lost property
- Enforcing and following safe methods of work for station operations and related activities
- Ensuring that all the Station equipment's are working and safe for use.

AutoXpress Limited, Kenya

Workshop Technician

February 2015 to June 2017

- Keeps equipment available for use by inspecting and testing vehicles; completing preventive maintenance such as, engine tune-ups, oil changes, tire rotation and changes, wheel balancing, replacing filters.
- Maintains vehicle functional condition by listening to operator complaints; conducting inspections; repairing engine failures; repairing mechanical and electrical systems malfunctions; replacing parts and components; repairing body damage.
- Verifies vehicle serviceability by conducting test drives; adjusting controls and systems.
- Complies with state vehicle requirements by testing engine, safety, and combustion control standards.
- Maintains vehicle appearance by cleaning, washing, and painting.
- Maintains vehicle records by recording service and repairs.
- Keeps shop equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Contains costs by using warranty; evaluating service and parts options.
- Keeps supplies ready by inventorying stock; placing orders; verifying receipt.
- Updates job knowledge by participating in educational opportunities; reading technical publications.
- Accomplishes maintenance and organization mission by completing related results as needed.

ACE Motors, Kenya

Workshop Technician

May 2012 to December 2014

- Ensure that all repairs and preventative maintenance are completed according to the manufacture's specifications and guidelines.
- Provide safe and reliable vehicles upon completion of repairs works.
- Perform different kind of repairs including brakes, onboard computer diagnostics, suspension and tire fixing.
- Maintain a safe working environment.
- Perform different duties as per required standards.