

# Arun Baby Raj Sasikala

Doha, Qatar

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## Professional Summary

A dedicated and reliable professional driver with 3 years of experience in delivering goods, packages, and documents safely and on time. Possesses excellent navigation skills, ensuring efficient route planning while adhering to all traffic laws and safety regulations. Known for strong customer service abilities, providing friendly and professional interaction with clients. Adept at handling sensitive or high-priority deliveries and ensuring all items are delivered in excellent condition. Proficient in maintaining accurate records, managing schedules, and troubleshooting problems on the road to ensure timely and successful deliveries. Demonstrates a clean driving record and excellent time management skills, contributing to the smooth operation of transportation services.

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## Key Skills

- Driving Skills
- Time Management
- Navigation & Route Planning:
- Customer Service
- Reliability
- Leadership & Supervision
- Communication Skills
- Knowledge of Cleaning Techniques & Products:
- Health & Safety Awareness

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## Professional Experience

### Messenger Driver

*Sinarline Contracting & Services W.L.L | Doha, Qatar | Nov-2023 – Till Date|*

#### Delivery of Documents & Packages:

- Pick up and deliver documents, parcels, and packages to designated locations as per instructions.
- Ensure that items are handled with care and delivered securely.
- Ensure deliveries are made within the designated timeframes.

#### Route Planning:

- Plan and follow efficient delivery routes, considering traffic, road conditions, and time constraints.
- Use GPS or maps to navigate unfamiliar areas and avoid delays.

#### Customer Interaction:

- Communicate with customers to confirm delivery details, update on delivery progress, and obtain required signatures upon delivery.
- Provide a high level of customer service, answering questions and resolving any concerns during deliveries.

#### Vehicle Maintenance & Safety:

- Operate a vehicle safely and responsibly, following all traffic laws and company policies.
- Perform basic maintenance checks on the vehicle (e.g., oil levels, tire pressure) to ensure it is in good working order.
- Keep the vehicle clean and well-maintained, ensuring it is presentable at all times.

#### Documentation and Reporting:

- Maintain accurate records of deliveries, including time, date, recipient's information, and any special instructions.

- Ensure all necessary delivery forms and receipts are properly filled out and filed.
- Report any issues with deliveries, vehicle problems, or accidents immediately to management.

#### **Handling Special Deliveries:**

- Handle confidential or sensitive items with discretion and care, ensuring that they are delivered to the correct recipient.
- Occasionally, special handling requirements may be necessary for fragile or valuable items.

#### **Adherence to Company Policies:**

- Follow all company guidelines related to delivery procedures, vehicle usage, and customer interaction.
- Ensure adherence to health and safety protocols while handling deliveries, especially for hazardous or perishable goods.

### **Cleaning Foreman**

*Iqlat Cleaning Services | Doha, Qatar | Sep-2020 – Nov-2023|*

#### **Team Supervision:**

- Lead, supervise, and motivate a team of car wash attendants and cleaning staff.
- Assign daily tasks to staff, ensuring proper distribution of duties.
- Ensure staff adhere to safety protocols and operational procedures.

#### **Quality Control:**

- Monitor the quality of cleaning services provided, ensuring that vehicles meet company standards.
- Inspect vehicles after cleaning to check for any missed spots or imperfections.
- Address and resolve customer complaints regarding cleaning services.

#### **Training & Development:**

- Train new staff on cleaning techniques, equipment use, and safety practices.
- Provide ongoing training to ensure staff are up-to-date on the latest cleaning products and procedures.

#### **Inventory Management:**

- Monitor the inventory of cleaning supplies and chemicals, ensuring adequate stock levels.
- Order cleaning materials and equipment as needed, maintaining cost-effective usage.

#### **Equipment Maintenance:**

- Oversee the maintenance and proper functioning of car washing machines and other cleaning equipment.
- Ensure regular maintenance and cleaning of equipment to minimize downtime and maximize efficiency.

#### **Health & Safety Compliance:**

- Ensure all cleaning activities are performed in compliance with health and safety regulations.
- Conduct regular safety audits and ensure the team follows proper protocols to avoid accidents.

#### **Customer Service:**

- Interact with customers as needed, answering questions about services, pricing, and promotions.
- Ensure high levels of customer satisfaction by ensuring quality cleaning and fast service delivery.

#### **Scheduling & Reporting:**

- Develop daily work schedules for staff, adjusting based on customer traffic and business needs.
- Prepare daily or weekly reports on team performance, inventory, and service efficiency.

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## **Professional Experience in India**

### **CNC Operator**

*USUI Susira International Pvt Ltd – Ambattur Industrial Estate, Chennai, Tamil Nadu, India | Jul- 2018 – Sep-2019*

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**Education**

Higher Secondary  
*GHSS, Bharathannoor, Thiruvananthapuram, Kerala, India-Year 2018*

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**Certifications & Training**

- CNC Operator Training in Mohandas College of Engineering and Technology
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**Languages**

- English – Speak, Read and Write- Advanced
  - Hindi – Speak, Read and Write -Advanced
  - Malayalam – Speak, Read and Write -Excellent- Mother tongue
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**Driving License**

Qatar | India

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**Personal Details**

Nationality	Indian
Date of Birth	14- December-2000
Marital Status	Unmarried
Passport Number	S8641248
Permanent Address	Block No: 268, Kaithapacha, Mylamoodu P.O, Thiruvananthapuram (District), Kerala, India-695601

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