



# ELIUD MWANGI MAINA

## About Me

Aiming to secure a position in a dynamic and esteemed organization that encourages knowledge sharing and professional growth. Eager to combine academic knowledge with practical experience in a collaborative environment, enhancing my skills and contributing effectively to the organization's success through dedication and hard work.

## Work History

### Sales Driver

2 Years

#### UZALENDO SERVICES COMPANY - Qatar (2023—Update)

- Loading, transporting and delivering goods.
- Following routes and timetables.
- Practicing safe and timely deliveries
- Cleaning and maintaining work equipment
- Inspecting vehicles for operation
- Following all safety regulations and standards

### Customer Experience Agent

5 Years

#### Doha Automatic Metro and Lusail Light Rail Network, Doha (2018—2023)

- Input customer data into internal systems and managed escalated complaints with professionalism.
- Applied company policies to resolve issues, ensuring customer satisfaction.
- Processed payments efficiently during busy periods, minimizing wait times.

### Information Desk Attendant

4 Years

#### QD-SBG (Hamad International Airport Project), Qatar (2014—2018)

- Managed emergency situations calmly, coordinating resources for quick resolution.
- Addressed visitor inquiries with clear communication and in-depth knowledge of venue operations.
- Trained new staff on protocols, procedures, and customer service expectations.
- Provided regular updates on facility changes and upcoming events for guest benefit.
- Guided visitors to their destinations, ensuring a seamless experience.

### Call Centre Agent

3 Years

#### Raya Company Limited, Dubai (2011 -2014)

- Resolved customer issues quickly regarding product sales and service.
- Enhanced customer satisfaction with friendly and informative service.
- Sent promotional materials to customers via courier, mail, or fax.
- Logged complaints and inquiries, detailing actions taken.

## ACHIEVEMENT IN CALL CENTER AGENT

- Call center staff training
- Workplace Conflict resolution training
- Setting up call center from scratch-E2E
- Quality Framework Training

## Skills

Client communication · Stock counting · Online sales · Customer service · Promotions · Cash management · Customer satisfaction · Data entry expertise · Performance Tracking · Information Management · Sales Presentations · Call Control · Call center experience · Online Order Processing · Brand representation · Online ordering familiarity · Payment Processing · Sales and marketing strategies · Sales Reporting · High Level of professionalism · Understanding of marketing

## About Me

Seeking a challenging role to apply my technical, analytical, and leadership skills in reporting, compliance, customer service, and people management, while contributing to the growth of the organization and providing regular updates to executive leadership.

## Contact

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DOHA QATAR

## Education

Certificate in safety management ,  
Excellent Training College -  
QATAR

2012 Computer Collage Attained Kenya  
certificate in computer packages,  
Certificate of completion information  
technology ,

Glory collage of Education professional studies  
- Kenya

2008 Attained Kenya certificate of Secondary  
education (K.C.S.E)  
Kibage high - Kenya

2004 Certificate of lower Education,  
(K.C.P.E)  
Karinga primary school - Kenya

## Certificates

- Computer collage with certificate
- Excellent training college Qatar (pursue certification in safety management
- Qatar driving license
- Certificate of great achievement
- Certificate of appreciation