

**David Muraya Gathua.**

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 **Work:** Doha, al-Rayyan (Qatar)

**ABOUT ME**

I am a dedicated and experienced Driver Instructor, Team leader, Customer Service Agent and Trainer with a strong track record of safety, responsibility, reliability and quality service delivery. Seeking for a  **Driver Instructor or Transport Related Administrative Function Position** thatallows me to utilize my skills and experience to provide Professional,Safe and reliable Services to the Organization.

**WORK EXPERIENCE.**

**Driver Trainer and Instructor.**

**Mowasalat (Karwa Academy)** [ 01/03/2023 – 25/06/2025]

**City:** Doha | **Country:** Qatar

RESPONSIBILITIES.

• Conduct Professional courses training to company drivers.eg customer service, emergency response procedures health and safety training.

* Conduct Professional Driver Training (PDT) both theory and practical.
* Offer driving instructions and coaching to new customers wishing to acquire Qatar driving license for light vehicles.

Delivering excellent customer service to clients by giving them directional information of the company in need of services

**Transport Coordinator -FIFA Asian Cup Qatar 2023.**

City: Doha l Qatar.

* Coordinate with Hotel security to ensure the safety of the Bus ,exit , entry and Parking for the Buses.
* Inspect the Buses and drivers in advance in preparation for an event.
* Liase with Team president and manager to ensure accurate time schedule.
* In charge of drivers Responsible for transporting VIPs, including dignitaries, sponsors, and FIFA officials, during the FIFA World Cup.
* Allocation of duty and buses to drivers on various work schedules
* Ensured a high level of professionalism, discretion, and courtesy while interacting with VIP passengers.
* Coordinated with event organizers and security personnel to provide secure and efficient transportation services.

**Bus Driver Supervisor FIFA World Cup Qatar 2022**

**Mowasalat** [ 10/07/2021 – 01/01/2023]

**City:** Doha | **Country:** Qatar

* In charge of drivers Responsible for transporting VIPs, including dignitaries, sponsors, and FIFA officials, during the FIFA World Cup.
* Allocation of duty and buses to drivers on various work schedules
* Ensured a high level of professionalism, discretion, and courtesy while interacting with VIP passengers.
* Coordinated with event organizers and security personnel to provide secure and efficient transportation services.

**PUBLIC TRANSPORT BUS DRIVER**

**Mowasalat (Karwa)** [ 28/01/2020 – 01/06/2025]

**City:** Doha | **Country:** Qatar

RESPONSIBILITIES.

• Perform daily inspections to assess the vehicle's technical and general condition and safety equipment are in place and functional.

• Record any anomalies or abnormalities identified during these routine checks in the defect sheet

• Drop and pick passengers designated for specific routes as per the company schedule.

• Safeguarding and ensuring the safety and comfort of passengers.

• Work in cooperation with the Supervisor or any other individual designated by the Company, assisting with various tasks as deemed necessary.

• Provide passengers with clear instructions on boarding, seating, and safety regulations.

• Follow the prescribed itinerary and adhere to the expected timeframe while conducting the route.

• Make sure to follow the company's policies on health and safety, risk prevention, data protection, quality, and environmental control in carrying out assigned duties.

**EDUCATION AND TRAINING.**

**KARWA ACADEMY.**

**City:** Doha | **Country:** Qatar

Driver instructor Teaching license (Light)

Driving License (Heavy and Light Manual)

**BRASAM IT COLLEGE NAIROBI [** 2005 – 2006]

Certificate in computer application.

**Country:** Kenya

**KABUYEFWE BOYS HIGH SCHOOL**

CERTIFICATE O LEVEL.

**Country:** Kenya

**LANGUAGE SKILLS**

**English and Kiswahili.**

**LISTENING** C1 **READING** C1 **WRITING** C1 **SPOKEN PRODUCTION** C1 **SPOKEN INTERACTION** C1

**DIGITAL SKILLS :** Microsoft Office ,: Microsoft Word, Excel, PowerPoint, Access / Google Maps, GPS ,FMS.

**Professional skills**

Good Communication and Writing Skills / Commercial Driving / Safe and defensive driving / Customer Experience and Customer Satisfaction / Good listener and communicator / Organizational and planning skills / Team-work oriented / Hard working, arranged, responsible / Ability to work in a team and autonomously / Driving license holder

**Communication**

• Experienced working with diverse teams and international clients, emphasizing the ability to communicate effectively across different cultural backgrounds.

• Interacting with passengers in a courteous and helpful manner, with direction and information as required.

• Communicating regularly with central dispatch teams to share route and delay updates. • Better problem-solving and conflict resolution skills. • Ability to rapport, listen actively and empathize with others. Provide examples of successful teamwork, conflict resolution, or customer service experiences.

**Job -Related skills**

* Defensive driving
* Time management
* Basic vehicle maintenance
* Safety focus
* Collaborative
* Adaptability

• Proficient in use of navigation system and GPS

• First Aid& Emergency Response

**Defensive techniques**

• Electric Bus Operation Completion Certificate

• Defensive Driving Certificate

• Basic firefighting certificate.

• Suitability Test

• Electric Bus Emergency Response & Risk Management Training

**ACHIEVEMENTS**

* Attained Certificate of Completion & Appreciation for participating in FIFA WORLD CUP Qatar 2022.
* Attained IMI Certificate for HYBRID &ELECTRIC VEHICLE LEVEL 1 Awareness (INT-EHV1-A-23

• Collaborated with colleagues to address challenges and improve operations. • Obtained training & certificates such as defensive driving course, first aid certification, Fire marshal certification, Electric Bus Emergency Response and Risk management Training and endorsement for operating Electric buses.

• Achievements related to consistency, meeting or exceeding schedule adherence, (working within timelines)

Certificate of Accomplishment in participating and demonstrating exceptional skills in the Energy-Efficient Driving Competition (Organized by Mowasalat in Collaboration with Yutong)-2023

• Certificate of Appreciation in Participating in the Provision of Bus Transport Services for Asia Football Cup and World Aquatic Championship (2023/2024)

Thank you for taking time to review my resume. My experience, personality and education would make me

an asset to your organization. I will be glad if given the opportunity to learn more in your reputable Organization.