

# MORRIS NDEGWA MUGO

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## ABOUT MYSELF

An enthusiastic and customer-oriented with good qualification to maintaining hospitable environments and ensuring the safety of everyone.  
I am an outgoing person who enjoys working in team and highly motivated as customer service departments with a strong customer-based approach and excellent communication skills.

## WORK EXPERIENCE

### *Almana Entertainment*

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

[ 09/02/2023 – Current ] **Driver/ Customer Service**

- Drive and operate trucks and other vehicles in daily schedule and timetable.
- Communicate effectively with dispatchers, other drivers, and customers on schedule
- Assist with basic logistics duties if required.
- Complete and verify paperwork for accuracy.
- Load and unload cargo and bouncing/games or other items for events set up and dismantle.
- Delivering games and other required items to our customers.
- Provided friendly, helpful service when delivering goods to homes and businesses.
- Keep vehicle clean and organized, ensuring goods remained in excellent condition.
- Assisting in resolving customer complaints or queries on-site.
- Handled cash/card payments and maintained accurate delivery records.

### *MOWASALAT (AMAAL SERVICES)*

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

[ 18/04/2022 – 31/01/2023 ] **VIP Bus Driver**

- Picking and dropping guests to and from respective areas
- Driving following a specific timetable while on duty
- Delivering information about our companies profile
- Providing proactive customer outreach
- Responding to customers review
- Handling customers complains
- Ensuring everything is in good condition before and after driving like coolant, tire conditions, cleanness of the bus.

### *Mash POA Kenya*

**City:** Nairobi | **Country:** Kenya

[ 04/01/2017 – 17/01/2022 ] **Bus Driver**

- Planning and meet delivery schedule
- Picking up passengers and taking them safely and timely to their respectively destinations
- Document and log work /rest periods and kilometers covered

- Respond to customers enquirers and resolve them complains
- Ensure the vehicle is cleaned, well maintained and fueled accordingly
- Perform daily and monthly vehicle inspections as required

### ***Alamic Electronics***

**City:** Nairobi | **Country:** Kenya

[ 09/01/2015 – 20/12/2016 ]

### **Merchandise**

- Distributing electrical appliances in Kenya
- Manage product displays across retail stores, ensuring brand consistency and maximizing shelf impact.
- Work closely with store managers to align merchandising with store goals and promotional campaigns.
- Communicate with customers taking orders and ensuring they are delivered on time.
- Inspecting and confirming everything loaded in the truck is according to area of and customers
- Assisting loading and offloading items from the vehicle.
- Assisted in product launches, seasonal displays, and promotional events.
- Confirmation of payments, accepting payments issuing receipts
- Adhere to assigned routes and following time schedule
- Abiding by all transportation laws and maintaining a safe driving record.

## **EDUCATION AND TRAINING**

[ 28/04/2022 – 11/09/2022 ]

### **(CDL) Driving License**

***Karwa Driving School***

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

[ 03/01/2014 – 03/10/2014 ]

### **(B.C.E) LICENSE**

***Seniors Driving school***

**Country:** Kenya |

[ 17/02/2011 – 20/07/2012 ]

### **Diploma in Sales & Marketing**

***NIBS Technical college***

**Country:** Kenya |

[ 07/02/2006 – 28/11/2010 ]

### **K.C.S.E CERTIFICATE IN SECONDARY EDUCATION**

***Global Village Secondary school***

**Country:** Kenya |

[ 04/01/1996 – 21/11/2005 ]

### **K.C.P.E CERTIFICATE IN PRIMARY EDUCATION**

***Kihate primary school***

**Country:** Kenya |

## **SKILLS**

Sales oriented | Microsoft Office | • Customer service | merchandiser | DRIVING - HEAVY MOTOR VEHICLE AND LIGHT MOTOR VEHICLE