



ISAAC MAINA

Driver



CONTACT

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Doha, Qatar



EDUCATION

**Jomo Kenyatta University of
Agriculture and Technology**

Bachelor of Architecture

Eldoret National Polytechnic

Diploma in Building Construction

KEY COMPETENCIES

- Proficient in route optimization and time management
- Capable of handling long- and short-distance trips efficiently
- Excellent problem-solving under pressure
- Clear and respectful communicator
- Trustworthy and punctual

SKILLS

- Valid driver's license with a clean driving record
- Route planning and GPS navigation
- Basic vehicle maintenance and inspection
- Defensive and safe driving practices
- Customer service and communication

LANGUAGE

ENGLISH

GERMAN A2

PROFESSIONAL SUMMARY

Experienced and dependable driver with over 10 years in hospitality and delivery services. Proven track record in providing safe, timely transport and supporting hotel operations with professionalism and efficiency. Skilled in route optimization, guest service, and vehicle care, achieving a 98% satisfaction rating, reducing fuel and repair costs, and improving internal task efficiency. Committed to high service standards, confidentiality, and guest satisfaction.

LICENSES/CERTIFICATIONS

Valid Driving License: Classes B, C, C1

Driving Experience: 13yrs

PROFESSIONAL EXPERIENCE

Feb
2024
-
Nov
2025

Driver

Mövenpick Hotel Doha

- Provided safe and punctual transport of hotel staff, executives, and guests to and from official destinations, maintaining 100% on-time arrival record.
- Delivered and collected confidential documents, supplies, and guest items, ensuring zero loss or damage and strict adherence to company policies.
- Supported front office operations by managing mail distribution, filing, photocopying, and basic inventory tracking, contributing to a 15% improvement in internal task turnaround.
- Maintained cleanliness and routine inspection of hotel vehicles, proactively scheduling services that helped reduce repair costs by 20%.
- Assisted in setup and logistics during hotel events and VIP arrivals, ensuring seamless coordination between ground services and front office teams.
- Provided translation and guest orientation support to non-English-speaking guests, enhancing guest satisfaction and boosting positive feedback by 30% during guest experience surveys.
- Logged and reported trip data, mileage, and fuel usage accurately, contributing to a 10% reduction in fuel waste by optimizing daily driving routes.

Jan
2019
-
Nov
2023

Driver

Bolt/uber delivery

- Delivering packages on time while maintaining excellent customer service.
- Handling vehicle loading and unloading to ensure secure transportation.
- Following all traffic and safety regulations to avoid delays or accidents.
- Conducting regular vehicle inspections and reporting any issues.
- Keeping accurate delivery records and obtaining customer signatures.
- Increased delivery efficiency by 25% by optimizing routes with GPS data.
- Maintained a 98% customer satisfaction rating through prompt and courteous service.
- Completed 1,000+ successful package deliveries with zero traffic violations.

Nov
2016
-
July
2018

Driver

Urban Renewal Housing and Building Services.

- Transported passengers and goods safely and efficiently.
- Maintained vehicle cleanliness and conducted routine checks.
- Planned efficient routes to minimize travel time and fuel consumption.
- Assisted passengers with loading and unloading luggage or cargo.
- Adhered to all traffic laws and company policies.
- Saved an average of 20 minutes per trip by identifying alternative routes during peak traffic.
- Reduced vehicle maintenance costs by 15% through regular preventive care.

REFERENCES

Available upon request

