

CURRICULUM VITAE

JAMES GICHURU GITAU.

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PERSONAL DETAILS.

Nationality - Kenyan

Date of Birth - 19th May 1997

Marital Status – Single

Religion – Christianity

EDUCATION BACKGROUND

Bachelors of Economics & Finance – Machakos University – (2015 -2019)

Airside Safety Awareness Training - Qatar Aviation Service - (2022)

Handling of Dangerous Goods (DG09) - Qatar Aviation Service - (2022)

Certificate of First Aid and Safety [Training]–Machakos University -2018

Kenya Driving License – AA Driving College

Certificate of Environmental Conservation

(Training)-2017 Certificate of President Award Scheme

Gold Level- 2016

Certificate of Computer (ICT) Studies - Petanns Computer College - 2015

Kenya Certificate of Secondary Education – William Ng’iru Gitau High Sch –2014

Certificate of Health and Environment Coach – William Ng’iru Gitau Club - 2014



EXPERIENCE AND SKILLS

Customer Service Agent II - Qatar Aviation Service (March 2022 - To Date)

- Assists Passengers who require special Assistance through wheelchairs by escorting them and ensuring safe embarkation and disembarking from Aircraft.
- Assist in the handling of baggage by being proactive for Customers who need special assistance to ensure the Comfort of Customers at all times
- Assist transfer passengers connecting on other flights in carrying out check-in formalities at the transfer desk and escorting passengers to the Customer Care lounge & Porterage Services by the use of electric Buggy (Car).
- Ensure compliance to all relevant safety, security, quality and environmental management policies, procedures and controls across the operation to guarantee employee safety, security, legislative compliance, delivery of high-quality service with a responsible environmental attitude
- Assist in carrying out a FOD check prior to arrival and after departure.
- Check-In passengers, Floor Walking and Queue management, Managing flow at Immigration/Security Screening point, Lost & Found, Boarding passengers, Special Handling, Passenger Arrivals and Baggage Services.

Sales & Stock Coordinator - Miniso Lifestyle Kenya - (Feb 2021- Feb 2022)

- Develop and implement cross-selling strategies for appropriate products.
- Ensuring the complete, full range of stocks is on display at all times.
- Assisting in stock control, checking, and counting goods.
- Ensuring that a high degree of security on stocks and cash prevails at all times
- Greet, welcome customers, and also provide them with purchasing options based on their needs and wants.
- Maintain updated knowledge on current products, pricing, and promotions.
- Onboarding new customers and increasing customer retention by paying attention to their needs
- Follow through on an exceptional customer experience by presenting customers with product information, promotions, and sale opportunities Acknowledging and approaching customers, and establishing customers' needs.

Customer Care Agent - Wilson Airport - (Mar 2019 Jan 2021)

- Check-In passengers, Floor Walking, and Queue management
- Managing flow at Immigration/Security Screening point
- Lost & Found & boarding passengers.
- Special Handling
- Passenger Arrivals and Baggage Services and Porterage Services
- Assists Passengers who require special Assistance through wheelchairs by escorting them and ensuring safe embarkation and disembarking from Aircraft.
- Assist in the handling of baggage by being proactive for Customers who need special assistance to ensure the Comfort of Customers at all times.
- Assist transfer passengers connecting on other flights in carrying out check-in formalities at the transfer desk and escorting the passenger to the Customer Care lounge.
- Ensure compliance to all relevant safety, security, quality, and environmental management policies, procedures, and controls across the operation to guarantee employee safety, security, legislative compliance, delivery of high-quality service with a responsible environmental attitude.

Market Expansion/ Sales Officer - Aropsaid BV (Jan 2019– June 2019)

- Meet with loan applicants to identify their needs and collect information for loan applications.
- Analyze active loan files on a regular basis and recommend solutions to speed up the loan process.
- Complete loan contracts and teach clients about policies and regulations.
- Interview applicants to define financial eligibility and establish debt payment plans.
- Monitor and update account records & Submit loan applications in a timely manner.
- Prepare detailed loan proposals & Create persuasive arguments to sell products and services to customers.
- Create cost-benefit analyses of customers.
- Maintain positive relationships with customers & regularly reach out to potential customers
- Take care of customer complaints quickly and efficiently.
- Set and maintain sales target goals & Communicate with team members regularly.
- Preparing and submitting sales contracts for orders & Write up reports on customer satisfaction.
- Reject loan applications and explain deficiencies to applicants.

Trade Development Representative - Twiga Foods Ltd (Nov 2018 - Jan 2019)

- Research and identify new business opportunities for general trade vendors/outlets within the defined territory.
- Preparing report for Market Expansion Research
- Find new ways of reaching existing general trade vendors/outlets within the defined territory.
- Foster relationships with multiple contacts within all levels of our target customer segments.
- Generate Daily FMCG and FFVs Orders via Twiga DMS system.
- Submitting Daily revenue generated by all TDRs.
- Raising daily sales to meet daily sales targets for FMCG and Fresh products (FFVs).
- Assist in making financial reports.
- Analyzing of daily revenue from Twiga Sales Analysis System
- Training Vendors to use Twiga ordering Platform
- Upselling of targeted products and informing vendors on newly updated products
- Planning and following daily sales beat plan
- Recruiting and registering new vendors

SALES: Meeting sales targets as set by the Area Sales Manager by ensuring that all vendors in the appointed route are serviced daily while ensuring that the fresh fruits and vegetables are at the quality and quantity demanded by the vendors.

Customer acquisition: Ensuring that through the quality of service and products offered to exist vendors, new vendors are encouraged to join the network of vendors served by Twiga Foods.

BUSINESS DEVELOPMENT as the link between the business and vendors, ensuring that feedback they relay regarding our products reaches the department concerned. In addition, introducing vendors to new fresh fruits and vegetables they may not be buying from us.

RELATIONSHIP MANAGEMENT: This is to be achieved by ensuring that there is constant communication with the vendor with regards to the products on offer for sale and their prices as well as ensuring that they are serviced in a courteous manner.

ASSET MANAGEMENT: Ensuring that the sales vehicle, DMS handset, crates, and other assets as may be allocated are in proper working conditions and available for inspection should the need arises

Internship (Finance department) - Kenya Wildlife Service (Jan 2018 - May 2018)

- Arranging and inspecting auditing documents during an audit process.
- Managing records and receipts.
- Reconciling daily, monthly and yearly transactions.
Assist in the Preparation of Financial Statements.
- Tax accounting
- Votobook management.
- Assisting in managing general office duties; filing, scanning documents,
- Saving reports and printing.

REFERENCES

Mark Nthenge

Operations Manager

Aropsaid BV (Kopesha)

Email: mn@kopesha.co

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Mrs Elizabeth Gachuiiri.

Senior Accountant – Kenya Wildlife Service

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Mr. Patrick Njuguna.

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