

# John Kanyara Ngugi

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Madinat mawater/Doha/Doha/Qatar/122104

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## **OBJECTIVES**

To work and achieve the goal and objectives of the organization at the same time empower and enrich my goals. To be positive model for the marginal and under privileged in life. To serve honestly as I am rewarded appropriately for both personal and career development.

Experienced Job Title with over Number years of experience in INDUSTRY. Excellent reputation for resolving problems and improving customer's satisfaction.

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Job Title position. Ready to help team achieve company goals

Dedicated Industry professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organization brand

Organized and dependable candidate successful at managing multiple priorities with a positive attitude.

Willingness to take an added responsibility to meet team goals.

Reliable employee seeking Job Title position. Offering excellent communication and good judgement.

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

## **EDUCATION BACKGROUND**

2003-2005 : Mechanical course

2000-2003 : Ndekei Secondary School  
Kenya Certificate of Secondary Education

1990-1999 : Ndekei Primary School  
Kenya Certificate of Primary Education

## **WORK HISTORY**

### **01/07/2008 - 12/21/2013: Truck Driver**

#### **Metro Logistics Limited, Thika, Nairobi**

- Completed regular inspections and maintenance actions, as well as basic equipment repairs, to keep equipment operating at peak levels.
- Operated with safety and skill to avoid accidents and delays.
- Contacted customers to report delayed delivery times.
- Demonstrated safe driving by following regulations and safety procedures, resulting to zero accidents.
- Invoiced, collected monies due and settled accounts with shippers each day.
- Executed safety practices and inventory loading without customer complaints, accidents or lost-time.
- Minimized delays by planning and adjusting routes to account for changing weather and traffic conditions.
- Pushed and pulled dollies into place and raised and lowered landing gear on semi-trailers.
- Inspected trucks for malfunctions and reported vehicles to management for corrective action.
- Maintained daily, legible DOT log book and submitted corresponding documents.
- Verified contents of inventory loads against Bills of Lading.
- Maximized load safety by balancing, securing and weighing products.
- Completed preventive maintenance and mechanical repair on vehicles.

**03/09/2014 – 05/05/2021: Driver**

**Mowasalat Karwa, Al Rayyan, Doha**

- Achieved consistent safety targets by adjusting driving to different road and traffic conditions.
- Completed routine pre- and post- trip inspections to evaluate vehicles and assess maintenance needs.
- Upheld high standards of professionalism and discretion when working with high-value clients.
- Answered, scheduled and responded to reservation calls at specific times and locations.
- Cleaned and maintained vehicle and assessed vehicle for damage after each shift.
- Planned and adjusted optimal routes based on traffic and weather conditions.
- Assisted passengers with entering and exiting vehicles safely and securely stowed baggage to minimize damage risk.
- Worked directly with customers to assess damage and incompleteness of orders.
- Kept detailed mileage and fuel reports to track overall fuel costs.
- Informed management of daily activities by updating logs and mileage and delivery information.
- Checked in with dispatch service and updated with current location.
- Minimized liability by consistently following road rules when driving.
- Inspected vehicle before and after trips to identify maintenance needs and handle regular upkeep.

**03/07/2022 - Present**

**Pax Bus Driver**

**Qatar Airways, Doha, Qatar**

- Resolved problems, improved operations and provided exceptional service.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Maintained energy and enthusiasm fast-paced environment.
- Delivered services to customer locations within specific timeframes.
- Increased customer satisfaction by resolving issues.
- Participated in team-building activities to enhance working relationships.
- Worked flexible hours across night, weekend and holiday shifts.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor. Handled Number calls per day to address customer inquiries and concerns.

**REFEREES**

**1. Mohammed Hashim**

Manager Mowasalat

Tel: +97444588792

**2. Mohammed Khodus**

Line Manager Mowasalat

Tel: +97444360504

**3. John Mburu**

Manager Metro Logistics

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**4. Zarif Arif**

Manager Qatar Airways

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