

Wilson Matheri Wanjau

EDUCATION

Certificate in Pharmacy,
2002-2003 Consolata Shrine
College

**Kenya Certificate of Secondary
Education,** 1998-2001 St.
Teresa's Secondary School-
Eastleigh.

SKILLS

- Transport Management
- Customer Service
- Motor Vehicle management
- Customer experience
- Office and staff streamlining
- Strategic planning and analysis
- Sales interaction
- Staff management
- Policy and procedure adherence
- Office operation
- Drug Prescription and Administration
- Supervision management
- Costing and control
- Product marketing
- Effective communications
- Team player
- Leadership
- Organizational
- Result oriented

LANGUAGES

English ●●●●●

Swahili ●●●●●

Arabic ●●●○○

PROFILE SUMMARY

Dynamic professional customer service and transport manager with over 10 years of experience. Ability to manage multiple tasks simultaneously with minimum supervision. Continuously improves methods to increase results and profit within the organization.

Result oriented, organized and dedicated with positive attitude and the ability to handle assignment and pressure to meet strict deadlines. An active team player equipped with strong analytical skills, decision making and organizational skills. Social and highly adaptive to different work environment. Exceptional trainer and mentor with skills to motivate individual performance from team members.

EXPERIENCE

TRANSPORT MANAGER/ PROFESSIONAL DRIVER, 2013 Jan-
To Date
Lakeview Vidrose Academy

Professional Driver and Transport Manager Summary

Skilled driver with over five years of experience in driving. Excelled in ensuring passengers always felt safe and comfortable no matter how long the journey would be. Experience in performing routine car maintenance, cleaning a vehicle's interior, and picking up passengers from potentially crowded areas. Exceptional talent with providing customer service and having great time management skills.

- Making sure vehicles are properly maintained
- Inspecting vehicles
- Arranging repairs and routine maintenance
- Ensuring that all drivers and operators have the correct, up to date qualifications
- Reducing the risk of vehicle overloading
- Maintaining and completing accurate records
- Keeping schedules and organizing team members.

Skills

- (i) Effective time management skills to always allow employer to know where I am and update them when I am running behind.
- (ii) Excellent customer service to always check in on individuals and ask if there is anything I can do to make trip more enjoyable.
- (iii) Extensive knowledge of state vehicle laws.
- (iv) Great speaking skills to convey pertinent information to passengers.
- (v) Expertise in database user software to log information at the end of every workday.
- (vi) Active listening skills to make customers feel appreciated.
- (vii) Conversant with both manual and automatic transmission vehicles.

BOOK SECTION, SENIOR SALES, 2008 Dec-2012 Dec

Virgin Megastores, LLC AZADEA GROUP Dubai UAE

- Ensured that both the floor Manager and Supervisors were kept up-to-date of any relevant feedback from customers or, other departments.
- Provided professional as well as friendly customer service at all times.
- Answered telephonic and in-person queries related to book-section services and resolved any issues
- Registered new customers on the ELVIS database system, made reservations, transmitted and received messages
- Calculated bills, collected payments on the cashier desk, ran various reports via computer for management
- Reviewed and handled customer comments and complaints
- Managed Front Desk operations including cashier duties.

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INTERESTS

Community engagement

- Social networking
- Travelling
- Cooking
- Reading

REFEREES

Samuel Mwangi
Operations Manager
Harry Pharmaceuticals
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Patrick Vindi
Supervisor
Harry Pharmaceuticals
+254718943511

David Maina
Director,
Lakeview Academy
+254721209453

SENIOR SALES ASSOCIATE STAFF, 2006 Jan-2008 Jan Promod Fashion- LLC Dubai UAE

- Acted as liaison for numerous departments contributing to the success of the shop.
- Ensured the highest level of service was presented to our clients.
- Increased clients service scores by decreasing item search- times and coaching staff with proper challenge-resolution procedures.
- Created staffs' day schedule, coordinated employee engagement events to encourage team camaraderie.
- Assisted customers with challenges due to selection of desired clothes in the shop and offered compensation accordingly.
- Created schedules for all staff through recognizing the customer service.
- Identified the shop and shop office inventory levels.
- Maintained accurate personnel files for the entire staff.
- Resolved any and all shop complaints from clients during the duration of their shopping.
- Followed and maintained staff shift checklist for efficiency for customers' needs and demands and job duties to assigned employees.

PHARMACIST, 2004 Jan-April 2005 Harry Pharmaceuticals.

- Oversee a team of staff and take responsibility for the smooth running of the pharmacy, its staff, and profitability.
- In charge of daily operations of all departments, from receiving services all the way through to sales services.
- Effectively manage the daily operations of the pharmacy.
- Answer inquiries pertaining to pharmacy policies and services, and resolve customer complaints
- Participate in financial activities such as the pricing, establishment of budgets and the allocation of petty cash.
- Conduct meetings especially brainstorming for the betterment of both company and employees.
- Supervise general staff along with being the manager on duty in place of the Head pharmacist.
- Training staff up, and then monitor their performance.
- Engage and motivate staff to do better.
- Constantly focus on profitability and growth.
- Strive to create a relaxing and welcoming ambiance for customers.