

PERSONAL INFORMATION

Name Thomas Muema
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WORK EXPERIENCE

Dates	May 2021 to Date
Name and address of employer	Grapis Suppliers and Logistics - Nairobi. CBD Moi Avenue Rahimtullah Building Nairobi Kenya
Type of business or sector	Food, Consultancy and Logistics
Occupation or position held	Administration and Logistics Manager
Main activities and responsibilities	Manage large amounts of incoming calls and go the extra mile to engage customers. Coordinate all correspondence with different department heads and logistics. Receive all client orders and submit requisition ensuring end to end policy is implemented. Responsible for Hiring and Training administration staff, creating personal folders and delegating task. Monitoring and Overseeing budgets and budget planning/development. Running Petty cash and invoicing. Maintaining Policies and procedures manuals and ensuring adherence. Purchase order receivable and monitor dispatches and schedules. Any other administrative and logistic entity that may arise.
Dates	December 2010 to May 2021
Name and address of employer	Automotive Management Services Global - Afghanistan District 9, Custom House, Jalalabad Road, Kabul, Afghanistan.
Type of business or sector	Automotive, Logistics and Supply Chain Management
Occupation or position held	Administrative Human Resource and Operations Manager
Main activities and responsibilities	Responsible for all Daily Operational and administrative processes of all employees' details through a generated human resource system HRAS (Human Resource Administration System) from recruiting, hiring to termination. Managing all financial entities including salaries of employees and daily expenditure by Maintaining a daily cash position through an automated finance system Jamis Prime ERP. Keeping accurate account for daily transactions recording account payables and account receivable while reviewing and implementing financial policies. Oversight and tracking of Fleet Density Equipment and vehicles to determine service and road worthiness through a Fleet Monitoring System FASTRAX (Fleet and Supply Tracking System) Responsible to ensure that Quality Control, Hazmat, Health and Safety guidelines and standard are implemented and adhered by Monitoring all equipment and Tools used through TAMS (Tools and Assets Management System) Coordinating and scheduling Site Inspections by the US Government representatives. Responsible for providing information on ECOD Reports (Estimated Cost of Damage) on vehicles for the USG. Ensures that all paper-based and computerized system information processes are setup and maintained to provide the most efficient and effective administrative system possible. Ensures the successful implementation of a Quality Control Program to ensure adherence to the following plans and associated SOPs: HEALTH AND SAFETY, HAZMAT CONTROL, QUALITY CONTROL and TRAINING.

	<p>Overseeing the day-to-day operations of the office this included but not limited to ordering supplies, scheduling maintenance of the office's equipment and computers, maintaining meeting schedules and writing or reviewing contracts.</p> <p>Accomplishing staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures. Providing historical reference by developing and utilizing filing and retrieval systems.</p> <p>Maintaining continuity among corporate, division, and local work teams by documenting and communicating actions, irregularities, and continuing needs.</p> <p>Crosschecking departmental reports and ensuring they are submitted correctly and on time to the Site Lead.</p> <p>Monitoring and tracking Purchase Order requests for Administration and Parts Department.</p> <p>Conducting All daily, weekly and Monthly Reports as scheduled and any other duties designated to me by management.</p>
Dates	May 2009 to July 2010
Name and address of employer	Rosewood Corniche Hotel & Resort – Saudi Arabia Corniche Street, Al Shatie District, Jeddah 23415, Saudi Arabia
Type of business or sector	Hospitality
Occupation or position held	Events Coordinator/ Business Centre Administrator
Main activities and responsibilities	<p>Sourced for Events directly from clients or Sales Department and negotiate type of event, set-ups and price.</p> <p>Developed and maintained effective communication between management and Operations on all levels by acting as a link between Events Coordination Food and Beverage Department.</p> <p>Effectively Oversaw all set-ups, service and breakdown of Events by organising from proposal to final contract and actual payment method.</p> <p>Inspected all venues before functions to ensure quality standard is met and attention to details is maintained.</p> <p>Prepared daily, monthly and yearly reports and forecasting in Banqueting.</p> <p>Established good relationship with local nationals and expatriate guests for Future business.</p> <p>Responsible for the Business centre maintaining Meeting Rooms, cyber cafe computers, fax, scanners and copiers ensuring they are working in good order and are serviced frequently.</p> <p>Handled Guest complaint soberly with minimal error and assist promptly to maximize guest satisfaction and future business.</p> <p>Have sound financial knowledge of profit and loss statements and create an events planner (function sheet) for the Events.</p> <p>Ability to multitask and an excellent delegator to different events concurrently.</p> <p>Any other assignments that would be entrusted to me from time to time.</p>
Dates	July 2008 to February 2009
Name and address of employer	Warid Telecoms – Kampala Uganda Plot16A Clement Hill Road, P.O. Box 70665, Kampala, Uganda
Type of business or sector	Telecoms
Occupation or position held	Customer Care Representative
Main activities and responsibilities	<p>Received Customers Request by Telephone or email, analyze request, provide information requested or ascertain who can best provide the information and route the request to proper person for assistance.</p> <p>Have knowledge of product line, prices, delivery time, various marketing promotional services and similar data as required.</p> <p>Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.</p> <p>Maintains financial accounts by processing customer adjustments. Recommends potential</p>

products or services to management by collecting customer information and analyzing customer needs. Prepares product or service reports by collecting and analyzing customer information. Contributes to team effort by accomplishing related results as needed.
 Drafted Weekly and monthly reports on all customer related issues and inquiries requesting assistance and Satisfaction.
 Opens customer accounts by recording account information.
 Maintains customer records by updating account information.
 Manage large amounts of incoming calls and go the extra mile to engage customers.

EDUCATION AND TRAINING

Dates	January 2006 to October 2008
Name and type of organization providing education and training	Ndejje University Uganda
Principal subjects/occupational skills covered	Algorithms, Software Engineering, Information Systems, Database Systems, Information Security, Cloud Computing, Discreet Mathematics, Computer Architecture among others.
Title of qualification awarded	Bachelor's Degree in Computer Science
Level in national classification	Second Class Upper division
Dates	January 2004 to December 2005
Name and type of organization providing education and training	Kampala University Uganda
Principal subjects/occupational skills covered	Computer Graphics, Artificial Intelligent, Communication and Security, Mathematics Foundation, Scientific, Theory of Computation, Robotics Manipulation, Systems Security among others.
Title of qualification awarded	Diploma in Computer Science and information Technology.
Level in national classification	Second Class Upper division
Dates	January 2003 to December 2003
Name and type of organization providing education and training	Kampala University Uganda
Principal subjects/occupational skills covered	Literature and Communication, Social Science, Commerce, Computer Science and Mathematics, Arts, English, Humanities, Physical Education, among others
Title of qualification awarded	Certificate in Pre-University
Level in national classification	Credit
Dates	January 2001 to December 2001
Name and type of organization providing education and training	IATA-UFTAA Centre Air Travel and Tours Training Kenya
Principal subjects/occupational skills covered	Marketing Management, Consumer Behaviors, Computer Applications, Quantitative methods, Commercial Law, international Marketing, Sales Management, Research among others.
Title of qualification awarded	Diploma in Sales and Marketing
Level in national classification	Credit

PERSONAL SKILLS AND COMPETENCES	Communication, Time Management, Work under pressure, Adaptability, Self-Motivation,	
MOTHER TONGUE	Kamba	
OTHER LANGUAGES	English, Swahili,	
Reading skills	Excellent	
Writing skills	Excellent	
Verbal skills	Excellent	
SOCIAL SKILLS AND COMPETENCES	These skills have acquired them through experience in the workplace Team work, Peer negotiations, Conflict Management, Anger Management, Active listening, Decision making, Career Motivator, Leadership, Responsibility among others.	
ORGANIZATIONAL SKILLS AND COMPETENCES	These skills have acquired them through experience in the workplace. Delegation, Time Management, keeping deadlines, Goal setting, Problem solving, implementing strategy, Multitasking and strategic thinking among many.	
TECHNICAL SKILLS AND COMPETENCES	These skills have acquired them through experience in the workplace Communication, Leadership, Decision making, Time Management, Conflict resolution among many.	
ARTISTIC SKILLS AND COMPETENCES	These skills have acquired them through school and College excellent planning, team work gained through volunteering work as a scout, Great attention to detail acquired in the hospitality field.	
OTHER SKILLS AND COMPETENCES	These skills have acquired them through Academics and professional work, Data analysis, Computer languages, Events Planning, Marketing, Flexibility, Meet deadline among many.	
DRIVING LICENCE(S)	Yes, BCE Category	
ADDITIONAL INFORMATION	Eric Brits Project Operation Automotive Management Service PMO Dubai +27839769076	John Ssemakula Head Chef Springs Enterprise USA +16129199337
ANNEXES	Human Resource Management System Certificate Financial Integrated Management System Certificate Tools Assets Management System Certificate Health and Safety Certificate	