



# CURRICULUM VITAE

## GABRIEL NGOMBO KITSAO

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### CAREER OBJECTIVE

To work in a reputable and dynamic organization and use my academic and professional skills and experience towards the attainment of its vision, mission and core values and personal growth.

### PERSONAL PROFILE

I am a highly dedicated professional with aspiring progressive career. I am self-driven, ambitious, innovative, analytical, a fast learner, and pride myself as a true team player with good interpersonal skills. I possess a great desire and drive to prosper in all work that I venture into. I desire to work in a highly competitive and dynamic organization specializing in providing quality standard to enable me gain exposure in shaping me to face current needs.

### EDUCATION BACK GROUND

2018-2018

Certificate in Financial Services Sales Training  
Guru Institute, Kilifi Generation Centre

2017-2018

Kilifi College of Accountancy  
Certificate in Computer Packages

2016- 2017

Unik Driving School  
Valid Driving License for **Classes BCE**

2012-2015

Mnarani Secondary School  
Kenya Certificate of Secondary Education

2003-2011

Kilimo Primary School  
Kenya Certificate of Primary Education

### SKILLS

- Communication
- Teamwork
- Work Ethics
- Customer Service
- Attention to detail
- Problem- Solving

## WORK EXPERIENCE

### **2024 –To Date**

Tech Assistant at Oscar Communications

**Position: Tech Assistant**

#### DUTIES AND RESPONSIBILITIES

- Assist customers when they have trouble or questions using computer software's such as
- Microsoft Office, Adobe software's and all software's that are being used in the cyber cafe.
- Provide services such as encoding, printing, downloading and all other operations provided by the cyber.
- Provide primary knowledge of computer maintenance and software installation.
- Troubleshoots different kinds of computer programs, hardware's and software's.
- Provide excellent customer care.
- Maintain cleanliness and orderliness of the place.
- Keep accurate records of logs and inventories of the shop.
- Time customers of the number of minutes or hours they will use the computer or internet.

## WORK EXPERIENCE

### **2020-2023**

Machine Operator at Kenya National Highway Authority (Kenha) (For Mobile Weighbridge)

**Position: Machine Operator (Mobile Weighbridge machine)**

#### DUTIES AND RESPONSIBILITIES

- Operate the assigned machine in accordance with the operating procedure
- To ensure proper operation of the machine and safe working environment
- Inspects input and output for quality to identify causes of defects and rectify
- To ensure product quality and minimize wastage.
- Load and unload the weighing machine into the vehicle.
- Follow instructions from supervisors and adhere to safety guidelines.
- Document production data, including output and quality metrics.
- Follow instructions from supervisors to perform recording tasks.
- Conduct regular inspections and routine maintenance on machines.
- Adjust machine settings for optimal performance.
- Report issues with equipment or unsafe conditions
- Helping in weighing of vehicles and trucks
- Make sure the weighing machine is properly kept and charged well.
- Travel with the mobile weighbridge unit to different sites.
- Adapt to various field conditions, such as weather or terrain.
- Communicate clearly with truck drivers and logistics personnel.
- Provide receipts or weight certificates as needed.
- Ensure operations comply with Company regulations and legal metrology standards.
- Implement and follow safety procedures for both the operator and the drivers.
- Prevent overloading and ensure legal vehicle weights are adhered to.
- Maintain detailed records of all weighing activities.
- Input data into digital systems or generate printed weight tickets.

## **2019-2020**

Customer Service at Bahari Trading Company

**Position: Customer Service**

### **DUTIES AND RESPONSIBILITIES**

- Ensure high levels of customer satisfaction through excellent sales service.
- Maintain outstanding store condition and visual merchandising standards.
- Maintain a fully stocked store.
- Ascertain customers' needs and wants.
- Recommend and display items that match customer needs.
- Welcome and greet customers.
- **Receiving, unpacking and arranging new shipments from suppliers and vendors**
- **Arranging and labeling goods in the display shelves**
- **Assisting customers in finding the products they're looking for**
- **Processing customer payments at the checkout point/till**
- **Addressing customer complaints and inquiries**
- **Providing shopping advice and recommendations to customers**
- **Performing periodic price audits to resolve price discrepancies**
- **Collaborating with other team members to keep the sales floor area clean and organized at all times**

## **January 2018 to September 2019**

Service Provider at Arkwright Watts

Communications Limited

**Position: Service Provider**

### **DUTIES AND RESPONSIBILITIES**

- Making M-pesa transactions in busy M-pesa shops.
- Maintain Good knowledge working with bank agencies.
- Reconciling the day's transactions.
- Banking.
- Maintaining daily banking transactions.
- Registering new customers to the everyday new services
- Providing Equity and Coop agency services and transactions.

## ADDITIONAL INFORMATION

### HOBBIES AND INTERESTS

- Travelling
- Reading magazine and newspaper
- Intermingling with different people
- Volunteering
- Mentoring and Coaching
- Public Speaking
- Teamwork
- Running or Cycling
- Socializing
- Reading Non – fiction books & Fiction books
- Team Sports

## REFEREES

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