

# IBRAHIM OTIENO AGINA

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## Professional Summary

A dedicated and experienced professional with a versatile background in sales, customer service, merchandising, machine operation, and transportation. Strong interpersonal skills, attention to detail, and a commitment to delivering quality service in every role undertaken.

## Work Experience

### Taxi Driver

*Various Taxi-Hailing Companies - Nairobi | April 2019 - Present*

- Ensure timely and safe transportation of clients to their destinations.
- Maintain cleanliness and functionality of the vehicle.
- Provide excellent customer service to enhance client satisfaction.

### Assistant Machine Operator - Gravure Printing Machine

*Statpack Industries - Nairobi | Sept 2014 - Dec 2018*

- Assisted in operating gravure printing machines to ensure quality and maximum production.
- Monitored machine performance and supported in maintenance tasks.

### Merchandiser (EABL Products)

*Strategic Marketing Ltd - Nairobi | Dec 2013 - July 2014*

- Promoted East African Breweries Ltd products in retail outlets.
- Increased product visibility and supported brand marketing efforts.

### Bar Supervisor

*Nameless Bar & Restaurant - Kisumu | Feb 2008 - Jan 2010*

- Managed bar operations including stock taking and reordering.
- Supervised staff and ensured excellent customer service.

## **Sales and Promotion Agent (Airtel Kenya)**

*Nyanza & Western Kenya Region | Jan 2005 - Dec 2006*

- Promoted Airtel Kenya services across various regions.
- Increased brand awareness and customer acquisition.

## **Education**

### **Kisumu Boys High School**

Kenya Certificate of Secondary Education (KCSE) | Jan 2001 - Nov 2004

### **Arina Primary School**

Kenya Certificate of Primary Education (KCPE) | Jan 1993 - Nov 2000

### **Imperial Driving School - Kisumu**

Driving Course | Jan 2006 - Mar 2006