

# AMOS KARANJA KONGO

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## PERSONAL DETAILS

Marital Status : Single  
Gender : Male

## LANGUAGES

English  
Swahili

## SKILLS

Active listening  
Customer Service  
Interpersonal communication.  
Attention to detail.  
Adaptability.

## INTERESTS

Community volunteering  
Soccer

## ACTIVITIES

Community Service Volunteer

## OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## EXPERIENCE

**RKH Qitarat** 10/09/ 2022 - 04/01/2023

FIFA World cup support agent

1. Managing customer flow and their safety.
2. Ensuring customers were well informed of up to date details.
3. Ensuring customers were aware of their way in and out of station.
4. Monitoring customer flow in all touch points such as entrances, footbridge AFC gates and waiting point in platform.

**Delta Handling/Fedex Kenya** 10/11/2020 - 02/02/2022

Customer Service Agent/Warehouse Operator

Ensuring all client's shipments are verified by customs officers and put back in the warehouse.  
Advising clients on duties and taxes.

- Counter checking recovered media against pre-alerts to confirm all shipments are received.
- Compiling a detailed recovery report on a daily basis.
- Checking the system everyday to identify new shipments queued.
- Assisting in sorting the shipments to separate the dutiable and non-dutiable.
- Scanning shipments.
- Facilitating Exports, imports and transit shipments.
- Updating the system.

**Standard Gauge Railway**

22/12/2019 - 07/07/2020

Passenger Service Attendant

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Monitored Passenger check in and check out.

Served Passengers with meals and drinks and ensured they travelled safely and comfortably.

Ensured cashering process ran smoothly in accordance with the train management.

Assisted guests regarding the coach facilities in a very informative and helpful way.

**EDUCATION**

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**Air Travel Centre**

2019-2021

Diploma in International Air Cargo Management

**The Corner Brook School**

2009-2011

High school

**St David's High School**

2011-2012

High School