

PETER KIOKO KIHARA

Mobile No: (+254) 703946339 | 707058319

Email Address: peterkioko261@gmail.com



PERSONAL STATEMENT

I have worked in various security roles during my career, including a security guard, patrol officer, and supervisor. In each of these positions, I have demonstrated my ability to work effectively in high-pressure situations, make quick decisions, and communicate effectively with clients and colleagues.

KEY STRENGTHS & COMPETENCIES

- Being alert and vigilant in order to identify potential security threats and take appropriate action to prevent them.
- Able to communicate effectively with clients, colleagues, and the public in order to maintain a safe and secure environment.
- Physically fit and able to respond quickly in emergency situations.
- Being able to think critically and make quick decisions in high-pressure situations.
- Excellent interpersonal skills and being able to provide good customer service to clients and visitors.
- Maintaining a professional demeanor at all times and being committed to the highest standards of ethical behavior.
- Being committed to ongoing training and development in order to keep up-to-date with the latest security technologies and practices.

WORK EXPERIENCE.

Security Officer Personnel | Berto Security Solution

Location: Tassia Catholic School

Jan 2020 to Date

To maintain a safe and secure environment, respond to emergencies, conduct regular patrols, enforce school policies and regulations, provide customer service, conduct investigations, maintain communication, and assist with special events. Additional key tasks;

- Monitor activities and access control points to prevent unauthorized entry and ensure that only authorized persons are allowed access.
- Trained to handle these situations and take appropriate action to ensure the safety of students and staff.
- Checking for safety hazards, damaged property, and suspicious activities.
- Ensure that students and staff comply with these policies, such as wearing identification badges or following visitor sign-in procedures.
- Polite, professional, and helpful in answering questions and providing assistance to students, staff, and visitors.
- Maintain open communication with school administrators, teachers, and other staff members to ensure that they are aware of any potential security risks or concerns.
- Assist during special events held at the school, such as athletic events or school dances. They may help with crowd control or provide security during the event.

Driver | Tassia Catholic School.

Jan 2018 – Dec 2019

In charge of day –day operations of picking and dropping students from home to school and back, relationship management and trip planning. Additional key tasks;

- Doing cleaning duties, that is compound cleaning and washing the vehicles.
- Doing daily inspection of the vehicle and delivering vehicle to servicing when due.
- Maintaining vehicle work tickets and ensuring vehicle records are up to date.
- Time management, adhering to set timing of collecting and dropping students to school and back home.
- Dealing with parents enquiries and resolving complaints at first point of contact while ensuring quality customer service in all interactions.
- Working within a strong team to exceed all the institution expectations of excellence.

Driver/Sales Representative | Bebring Enterprise

March 2013 - Dec 2017.

Enhanced business growth, maximized sales and profitability of U- fresh products through prospecting, acquiring and developing long term sustainable business relationships with the company's target clients. Key contributions;

- Supplying and distributing juices and detergents in wholesale and retail shops.
- Exceeded customers' expectations in quality, delivery, cost and service and built relationships through continuous improvement and customer interactions.
- Conducted follow up calls and emails resulting to 0 % unresolved client complaints / inquiries.
- Implemented Sales and marketing strategies which strengthened customer relationship, increased customer retention and minimized churn through customer win-backs in the assigned Territory.
- Monitored competitor activity and contributed to counter strategies that ensured the Company brands emerged victorious in market share.
- Identified target markets and established successful plans to develop them – resulting to 80% additional revenue from the new markets.
- Achieved a significant success in negotiating, customer conversion, retention, problem solving and issue resolution.
- Communicated relevant market information as well as customer needs, demands and pain points to the business team effectively to drive product development.
- Maximized Client's satisfaction and retention by handling and solving customer queries, problems and complaints within the agreed turn-around times.
- Recognized for hitting sales targets, having highest positive customer feedback rankings, and highest number of new key accounts.
- Increased product availability in my market from 40% to 80% within a span of 3 months.
- Strategic reporting on all sales activities including sales and prospecting activities, sales calls, presentations, closed sales and follow-up activities.

Barbecue Cook | Visa Place Bar and Restaurant.

Dec 2011– Sep 2013

Responsible for preparing and cooking a variety of meats and other dishes, ensuring that they are cooked to perfection and served safely. Key contributions;

- Responsible for preparing the meat and other ingredients for cooking, including marinating, seasoning, and trimming.

- Ability to grill and smoke food to perfection, ensuring that it is cooked to the right temperature and texture.
- Knowledgeable about different types of meat, sauces, and cooking methods, and must be able to make recommendations to customers.
- Knowledgeable about safe cooking temperatures and storage requirements.
- Able to answer questions about the menu, make recommendations, and address any concerns or complaints.
- Keeping the kitchen and cooking area clean and organized, following all sanitation and cleaning guidelines.

ACADEMIC / PROFESSIONAL TRAINING.

B, C, C1 Driver's License – Nakuru, 2007

Kenya Certificate of Secondary Education (D-), Kanyariri high School. 2006.

REFEREES.

1. Monicah Njeri | Supervisor.
Bebring Enterprise.
+254 (0) 722 650 150
2. Denis Njau | Senior Driver
Tassia Catholic School
+254 (0) 705 627 363
3. Abigail Kiboko | Supervisor
Visa Place Bar and Restaurant
+254 (0) 725 291 303
abigailkiboko@gmail.Com