Larry Litunda Amboye

Ottawa, Ontario, Canada larrylitunda@gmail.com 3437772096

SUMMARY

Highly motivated Business Administrator/Manager with 4 years of extensive experience in operations management and business administration. Proven track record of delivering exceptional customer service while managing a team of diverse professionals. Seeking an opportunity to leverage my skills and expertise to drive business growth at my next organization.

EXPERIENCE

Truck Driver Contractor

Swift October 2023 - Present, Ottawa, ON

• Managed a personal delivery schedule of over 12 orders per day, ensuring the timely and safe arrival of goods, and maintained a customer satisfaction rate exceeding 98% across various routes.  
 • Safely completed over 1,000 on-time deliveries within a metropolitan area, adeptly navigating through peak traffic hours and maintaining an exemplary safety record, enhancing company reputation for reliability.  
 • Collaborated with shipping and receiving staff at various companies to locate, load/unload and deliver products to their customers.  
 • Performed daily pre trip and post trip inspections ensuring truck is in good condition.  
 • Maintain general cleanliness of truck after completing daily deliveries.   
 • Ensured up to date truck documents such as CVOR, insurance and driver logs.

Canada Post Contractor

T-Empros Transportation April 2023 - Present, Ottawa, ON

• Safely drive a 5 ton Truck to Canada post loading docks for delivery of monos.  
• Adhere to all traffic laws, safety guidelines, and company policies and procedures to ensure a safe working environment.  
• Perform routine vehicle inspections and maintenance to ensure the vehicle is in good working condition.  
• Maintain accurate records of deliveries, including proof of delivery, mileage, and fuel consumption.  
• Plan and organize delivery routes to optimize efficiency and meet delivery deadlines.  
• Load and unload the truck with up to 12 monos, ensuring proper handling and securing of items.

Kitchen Supervisor

Tim Hortons November 2021 - March 2023, Richmond, Ottawa

• Supervised team of 5 kitchen staffers while actively engaging with customers and preparing/ serving meals.  
• Enhanced kitchen efficiency and productivity by 25%, developed crew schedules to ensure adequate staff coverage and reduced food costs by 20%.  
• Tracked food orders accurately and managed inventory using POS tracking system, ensuring fresh ingredients were rotated and consistently ordered.  
• Monitored temperature of commercial ovens, refrigerators and freezers, and checked for food expiration dates.  
• Developed standardized recipes to ensure consistent quality and to minimize food waste.  
• Created training materials and onboarding programs to ensure efficient training of new staff members.  
• Adhered to hygiene and safety regulations in the kitchen according to health codes.  
• Ensured proper shift changes and took responsibility for closing procedures/ kitchen clean up.  
• Maintains kitchen staff performance records and conducted weekly meetings to ensure maximum operational efficiency.

Cashier

Tannis Food Distributors May 2018 - December 2019, Ottawa, ON

• Processed an average of 130 customers daily and maintained accuracy in the reconciliation of cash drawers at the end of each shift.  
• Regularly met and exceeded sales targets, averaging 5% above set goals.  
• Maintaining an average 97% accuracy rate in all cash and credit transactions.  
• Developed and maintained collaborative relationships with customers to increase satisfaction and sales.  
• Utilized strong problem-solving and organizational skills to efficiently resolve customer service issues.  
• Resolved customer complaints in a professional manner and in accordance with company policies.  
• Collected customer feedback to report back to management and identify areas for improvement.  
• Handled cash and credit transactions quickly and accurately using the Point of Sale (POS) system.

Business Manager

Ultimate Communications June 2016 - August 2017, Nairobi, Kenya

• Oversaw the customer service team to ensure delivery of the highest standards of customer service, resulting in a 97% satisfaction rate.

Planning and preparing monthly budgets for the company and allocating funds to facilitate daily operations.

• Managed the day-to-day operations of the department to ensure all goals and deadlines were met.  
• Coordinated with stakeholders, both internal and external, to ensure smooth operations and efficient workflow.  
• Generated monthly performance reports for the directors, providing key insights into staff performance and organizational effectiveness.  
• Monitored the department budget and provided cost-effective solutions to minimize expenditures.  
• Collaborated with IT team to help troubleshoot technical issues which decreased resolution time.

EDUCATION

International Business Management

Algonquin College • Ottawa, ON • 2018

Bachelor Of Commerce

Minor in Finance • Strathmore University • Nairobi, Kenya • 2016