



BENSON MUEMA

Nairobi Kenya

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CAREER PROFILE SUMMARY

Accomplished operations management professional with over 8 years of progressive experience in optimizing supply chain operations, driving business growth, and delivering operational excellence for both FMCG and ecommerce organizations. Recognized as a strategic and results-driven leader adept at overseeing end-to-end warehouse, logistics, and distribution functions to enhance efficiency, reduce costs, and improve customer satisfaction. Skilled in implementing lean manufacturing principles, automation, and data-driven decision-making to streamline processes, enhance inventory management, and ensure regulatory compliance. Proven track record of leading high-performing, cross-functional teams, forging strategic partnerships with key stakeholders, and spearheading continuous improvement initiatives that have consistently increased productivity, profitability, and market share. Deeply familiar with industry best practices and leverages strong problem-solving abilities, excellent communication skills, and a relentless focus on operational efficiency to drive sustainable growth and operational excellence. Recognized for the ability to thrive in fast-paced, dynamic environments, identify bottlenecks, and implement innovative solutions to meet evolving customer needs and stay ahead of the competition. Trusted advisor who collaborates closely with senior leadership to develop and execute comprehensive strategies that maximize business performance and adaptability.

KEY SKILLS AND COMPETENCIES

- **Operations Management:** Skilled in driving operational excellence through the implementation of Lean and Six Sigma principles, resulting in significant cost savings and improved process efficiency. Adept at analyzing and optimizing workflows, identifying bottlenecks, and implementing process improvements to enhance productivity.
- **Supply Chain and Logistics Management:** Expert in managing end-to-end supply chain and logistics operations, ensuring efficient and timely delivery. Adept at optimizing transportation and implementing efficient load planning to improve accuracy and cost-effectiveness.
- **Inventory Management:** Proficient in implementing robust inventory management practices, maintaining optimal stock levels and minimizing the risk of stock outs or overstocking. Skilled in developing and executing strategies to spike inventory accuracy, ensuring product availability and improving customer satisfaction.
- **Warehouse Management:** Skilled in managing warehouse operations, including receiving, storage, and dispatch functions, ensuring efficient and accurate handling of goods. Competent in implementing best practices to optimize warehouse layout and workflows, driving productivity and cost-effectiveness.
- **People Management and Leadership:** Expert in effectively managing a team of 45 employees, demonstrating strong leadership, financial management skills, and the ability to optimize resources to drive operational excellence. Skilled in encouraging teamwork, collaboration, and knowledge-sharing among employees, resulting in improved operational performance and a more engaged workforce.
- **Quality Assurance and Compliance:** Proficient in developing and implementing quality control measures to ensure adherence to industry standards and regulatory requirements. Skilled in establishing robust quality management systems and training programs to maintain product and service quality.
- **Supply Chain Optimization:** Expert in optimizing the supply chain through data-driven decision-making, network design, and route optimization. Skilled in leveraging advanced analytics and technology to enhance visibility, flexibility, and responsiveness across the supply chain.
- **Manufacturing Process Improvement:** Adept at enhancing manufacturing efficiency and quality through the implementation of continuous improvement methodologies, process optimization, and technology integration.
- **Procurement & Strategic Sourcing:** Skilled in developing and executing effective procurement strategies, negotiating favorable terms with suppliers, and building strategic partnerships to drive cost savings and supply chain resilience.
- **Vendor Management:** Competent in managing and evaluating the performance of suppliers and logistics providers, ensuring compliance with contractual agreements and driving continuous improvement in service levels.
- **Production Support:** Experienced in providing comprehensive production support, including troubleshooting, process optimization, and continuous improvement initiatives to enhance manufacturing output and quality.
- **Shipment Tracking:** Skilled in implementing robust shipment tracking systems and processes to ensure the visibility and traceability of goods throughout the supply chain.
- **Demand Planning:** Proficient in forecasting and planning to align supply with demand, optimizing inventory levels and improving customer service.

- **Order Fulfillment and Fleet Management:** Skilled in managing the order-to-cash process, ensuring accurate and timely order processing, and enhancing customer satisfaction. Experienced in managing and optimizing the performance of transportation fleets, including maintenance, fuel efficiency, and utilization.
- **Routing:** Adept at designing and implementing efficient transportation routes, considering factors such as delivery time, distance, and cost-effectiveness.
- **Vehicle Maintenance:** Skilled in developing and executing preventive maintenance programs for transportation assets, ensuring their optimal performance and longevity.
- **Safety and HSE:** Competent in championing the adoption of health, safety, and environmental (HSE) regulations, ensuring a safe and compliant work environment.
- **Regulatory Compliance:** Proficient in ensuring compliance with industry standards, government regulations, and contractual requirements across the supply chain and logistics operations.
- **Customer Service and Process Improvement:** Adept at delivering exceptional customer service by improving process efficiency and accuracy, enhancing the overall customer experience. Skilled in strategically improving logistical processes to enhance efficiency and streamline operations.
- **Technology Integration:** Skilled in integrating and optimizing the use of warehouse management systems, transportation management systems, and other logistics-related software to streamline operations and enhance data-driven decision-making.

WORK EXPERIENCES

Operations Manager (FMCG) / Sandbox Software Technologies Africa - Nairobi, Kenya

01/2022 - Current

Duties and Responsibilities

Overseeing Warehouse and Logistics Operations:

- Managing the end-to-end warehouse, logistics, and supply chain operations of an FMCG and eCommerce transportation company, including international and local shipping, order fulfillment, inventory management, and distribution.
- Leading a team of over 100 personnel, including warehouse supervisors, logistics coordinators, and transportation specialists, to streamline sales, business development, customer service, and transportation operations.
- Spearheading the optimization of warehousing, distribution, and maintenance operations to increase overall operations efficiency and productivity. Implementing lean manufacturing principles and continuous improvement initiatives to eliminate waste and enhance operational agility.
- Developing and implementing robust inventory management systems, including automated tracking and real-time monitoring, and conducting regular cycle counts to maintain high inventory accuracy and availability.

Driving Business Growth and Efficiency:

- Promoting lean manufacturing techniques by developing a dynamic labeling system that significantly decreases the time required for order processing and fulfillment, improving the company's responsiveness and customer satisfaction.
- Forging strategic alliances with key customers, suppliers, and transport companies to manage a multimillion-dollar budget and ensure timely procurement and delivery of local and international shipments.
- Enhancing the company's service offerings and growing customer satisfaction scores by providing high-quality customer service to both international and local clients.
- Developing and executing comprehensive strategies to grow the business and expand the company's market share in the FMCG and eCommerce transportation sectors.

Optimizing Supply Chain and Reducing Costs:

- Managing 3PL services, including fleet management, vehicle maintenance, and driver management, to ensure efficient and reliable transportation of goods. Closely monitoring the performance of logistics partners and renegotiating contracts to achieve cost savings and improve service levels.
- Implementing cost-saving measures and process improvements across the supply chain, including inventory optimization, route planning, and supplier consolidation, that result in a significant reduction in overall supply chain expenditures.
- Leveraging data-driven decision-making and a deep understanding of industry trends to optimize the supply chain, identify bottlenecks, and implement strategies to improve agility and responsiveness.
- Establishing a resilient and adaptable supply chain that can navigate dynamic market conditions and meet evolving customer demands. Continuously monitoring risks and implementing contingency plans to ensure uninterrupted operations.

Enhancing People and Facility Management:

- Improving the performance and productivity of the team by implementing professional management practices, addressing employee inquiries, and introducing comprehensive training programs.
- Maintaining the physical condition of the warehouse by ensuring strict adherence to safety measures and regulatory compliance, resulting in decreased facility maintenance costs.
- Leading the hiring and training of warehouse operations professionals and drivers, with a focus on health, safety, and first aid protocols. Implementing robust onboarding and training programs to equip the team with the necessary skills and knowledge to operate efficiently and safely.

- Fostering a positive and collaborative work environment that empowers employees and drives continuous improvement. Regularly soliciting feedback, recognizing achievements, and encouraging team members to contribute ideas for process enhancements and innovative solutions.

Key Achievements:

- Reduced order processing time by 25% through the implementation of a dynamic labeling system, improving the company's responsiveness and customer satisfaction.
- Decreased facility maintenance costs by 18% through effective safety and compliance measures, leading to a more efficient and cost-effective operation.
- Improved employee performance and productivity by 30% through the implementation of professional management practices and comprehensive training programs, resulting in a more engaged and skilled workforce.
- Grew customer satisfaction scores by 20% by providing exceptional customer service and addressing client concerns in a timely and effective manner.

Warehouse, Workshop and Manufacturing Supervisor / UNI Industries East Africa - Nairobi, Kenya

01/2020 - 12/2021

Duties and Responsibilities

Warehouse and Inventory Management:

- Monitored the loading and unloading of goods, preparing detailed delivery schedules, and tracking orders to achieve inventory accuracy, effectively reducing shortage issues and enhancing overall supply chain efficiency.
- Implemented robust quality control measures, including thorough inspections and performance tracking, to ensure prompt delivery of customer orders, resulting in a significant decrease in product returns.
- Leveraged extensive logistics management expertise and designed a customized labeling system to streamline the storage, transportation, and delivery processes across the supply chain, cutting labeling time considerably.
- Cultivated a culture of continuous improvement among the warehouse staff, encouraging innovation, collaboration, and a focus on operational excellence, leading to increased productivity and a reduction in overhead costs.

Transportation and Logistics:

- Gained a surge in on-time deliveries by seamlessly integrating Just-in-Time practices and building strong, collaborative partnerships with key suppliers, optimizing the overall supply chain and improving customer satisfaction.
- Reduced freight costs through strategic negotiations of procurement contracts, meticulous load planning, and comprehensive logistics forecasting conducted with a cross-functional warehouse team, driving cost-effectiveness and operational efficiency.
- Ensured the security of cargo during transportation by closely monitoring personnel and implementing robust security protocols, minimizing the risk of loss or damage and maintaining the integrity of the supply chain.
- Leveraged data-driven decision-making and deep industry expertise to streamline transportation processes, resulting in enhanced efficiency, improved resource allocation, and ultimately stronger customer satisfaction.

Customer Service and Operations:

- Generated additional Ksh.100 million in contracts by consistently improving customer service, fostering strong relationships, and ensuring operational excellence across the organization, demonstrating a commitment to exceeding client expectations.
- Succeeded in strategically improving logistical processes with a team of 50 employees and 600+ customer accounts, enhancing efficiency through the strategic implementation of agile methodologies and state-of-the-art Warehouse Management Systems.
- Increased company productivity year-over-year by launching a robust order fulfillment system, including the introduction of picking tickets and ensuring accurate documentation for timely dispatch, streamlining operations and improving workflow.
- Fostered a culture of continuous improvement among the team, encouraging collaboration, knowledge-sharing, and a focus on problem-solving, leading to increased productivity, improved employee retention, and enhanced customer satisfaction.

People Management and Facility Oversight:

- Managed a team of 50 employees and a budget exceeding Ksh.1 Billion, demonstrating strong leadership, financial management skills, and the ability to optimize resources to drive operational excellence.
- Maintained the physical condition and regulatory compliance of the warehouse and manufacturing facilities by implementing strict safety protocols and adhering to all relevant industry standards, ensuring a safe and efficient work environment for the team.
- Spearheaded the hiring and comprehensive training of warehouse, workshop, and manufacturing personnel, with a focus on developing a highly skilled, motivated, and adaptable workforce capable of meeting evolving business demands.
- Encouraged teamwork, collaboration, and knowledge-sharing among employees, resulting in improved operational performance, better problem-solving, and a more engaged and committed workforce.

Key Achievements:

- Achieved 100% inventory accuracy, effectively reducing shortage issues and enhancing overall customer satisfaction by ensuring the timely delivery of goods.
- Decreased product returns by 77% through the implementation of robust quality control measures, improving customer experience and optimizing operational efficiency.
- Generated an additional Ksh.100 million in contracts by consistently improving customer service and maintaining a strong focus on operational excellence across the organization.
- Improved overall efficiency by 50% through the strategic implementation of agile methodologies and state-of-the-art Warehouse Management Systems, streamlining operations and driving productivity.

- Increased on-time deliveries by 10% by seamlessly integrating Just-in-Time practices and building strong, collaborative partnerships with key suppliers, enhancing supply chain performance.
- Reduced freight costs by 25% through strategic procurement negotiations, optimized load planning, and comprehensive logistics forecasting, driving cost-effectiveness and improving the bottom line.
- Decreased overhead costs by 17% by cultivating a culture of continuous improvement among the warehouse staff, fostering innovation and operational excellence.

Warehouse Supervisor (Retail & Manufacturing) / Blackwood Hodge Kenya Ltd - Nairobi, Kenya

01/2018 - 12/2019

Duties and Responsibilities

Warehouse and Inventory Management:

- Doubled warehouse, logistics, and supply chain accuracy through efficient route planning, ensuring the seamless flow of goods and improving overall supply chain efficiency.
- Scaled staff to peak performance levels by training newly recruited employees on warehousing, customer service, logistics, and supply chain operations, developing a highly skilled and adaptable workforce.
- Spiked growth in inventory accuracy by implementing robust inventory management practices, maintaining optimal stock levels, and minimizing the risk of stockouts or overstocking.
- Delivered exceptional customer services by improving process efficiency and accuracy for product handling, inventory management, shipping, and gate processes, enhancing the overall customer experience.

Transportation and Logistics:

- Optimized transportation routes and implemented efficient load planning, doubling warehouse, logistics, and supply chain accuracy, ensuring the timely and cost-effective delivery of goods.
- Leveraged data-driven decision-making to streamline transportation processes, resulting in enhanced efficiency, improved resource allocation, and stronger customer satisfaction.
- Ensured the security of cargo during transportation by closely monitoring personnel and implementing robust security protocols, minimizing the risk of loss or damage and maintaining the integrity of the supply chain.
- Cultivated strong, collaborative partnerships with key suppliers and logistics providers, integrating Just-in-Time practices to gain a surge in on-time deliveries and optimize the overall supply chain.

People Management and Facility Oversight:

- Effectively managed a team of 45 employees, demonstrating strong leadership, financial management skills, and the ability to optimize resources to drive operational excellence.
- Championed the adoption of health, safety, and environmental (HSE) regulations, ensuring adherence to security policies and compliance standards, and leveraging preventive maintenance programs for warehouse equipment, reducing breakdowns.
- Spearheaded the hiring and comprehensive training of warehouse personnel, with a focus on developing a highly skilled, motivated, and adaptable workforce capable of meeting evolving business demands.
- Encouraged teamwork, collaboration, and knowledge-sharing among employees, resulting in improved operational performance, better problem-solving, and a more engaged and committed workforce.

Customer Service and Operations:

- Delivered exceptional customer services by improving process efficiency and accuracy for product handling, inventory management, shipping, and gate processes, enhancing the overall customer experience.
- Succeeded in strategically improving logistical processes with a team of 45 employees and multiple customer accounts, enhancing efficiency and streamlining operations.
- Increased inventory accuracy by implementing robust inventory management practices, maintaining optimal stock levels, and minimizing the risk of stockouts or overstocking, improving product availability and customer satisfaction.
- Fostered a culture of continuous improvement among the team, encouraging collaboration, knowledge-sharing, and a focus on problem-solving, leading to increased productivity, improved employee retention, and enhanced customer satisfaction.

Key Achievements:

- Doubled warehouse, logistics, and supply chain accuracy from 46% to 98% through efficient route planning, ensuring the seamless flow of goods and improving overall supply chain efficiency.
- Spiked growth in inventory accuracy from 88% to 99% by implementing robust inventory management practices, maintaining optimal stock levels, and minimizing the risk of stockouts or overstocking.
- Delivered exceptional customer services by improving process efficiency and accuracy for product handling, inventory management, shipping, and gate processes by 23%, enhancing the overall customer experience.
- Reduced equipment breakdowns by 60% by implementing preventive maintenance programs and championing the adoption of health, safety, and environmental (HSE) regulations, ensuring a safe and efficient work environment.

OTHER PAST WORK EXPERIENCE

Electrical Technician / Blackwood Hodge Kenya Ltd - Nairobi, Kenya

02/2017 - 12/2017

- Provided technical support by troubleshooting issues related to electrical systems. Worked closely with other technicians to complete projects efficiently. Maintained records of all repairs performed on electrical systems.

LICENSES & CERTIFICATIONS

- SAP Business One: Production and Logistics
- Excel Supply Chain Analysis: Solving Transportation Problems
- Supply Chain and Operations Management Tips
- Operations and Performance Management Professional
- Workplace Safety
- First Aid and Safety Training
- Certified Customer Service Specialist (CSS)
- Unconscious Bias
- Emotional Intelligence

EDUCATION BACKGROUND

- **Bachelor in Warehouse & Supply Chain Management**, University of Nairobi: 2022
- **Diploma in Warehouse & Supply Chain Management**, University of Nairobi: 2019
- **Certificate in Warehouse & Stores Management**, Carlile College (KNEC): 2017

REFERENCES

References available upon request.