

# Chris Wachira

Dubai, UAE

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## Professional Summary

Dynamic and results-driven professional with over two years of experience in e-commerce operations and order management. Proven expertise in streamlining processes, coordinating with stakeholders, and ensuring exceptional customer satisfaction. Passionate about logistics and delivering seamless operations for customers and businesses.

## Work Experience

Operations Assistant - Star Services, Dubai

- Coordinated daily operations, ensuring timely completion of tasks across departments.
- Resolved customer queries and ensured effective communication between clients and team members.
- Maintained accurate records for inventory and orders, optimizing efficiency.

Order Management Specialist - Jumia, Kenya

- Processed and tracked online orders, ensuring timely dispatch and delivery.
- Communicated with vendors, customers, and logistics teams to resolve order issues.
- Monitored inventory levels and coordinated with suppliers to avoid shortages.

Owner/Manager - Ninieshop, Dubai

- Manage an online store specializing in electronics, fashion, and mobile phones.
- Oversee the entire order fulfillment process, from customer purchase to delivery.

- Implemented customer feedback strategies, leading to a 25% increase in repeat clients.

## **Education**

High School Diploma - Soul Mercy High School, Kenya

Graduated: 2019

## **Skills**

- Order Management & Fulfillment
- Customer Service & Communication
- Logistics Coordination
- Problem-Solving & Decision Making
- E-commerce Platforms & Tools
- Microsoft Office & Google Workspace

## **References**

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