

LOGISTICS RESUME

JOHN MUCHIRI
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PERSONAL INFORMATION

Nationality: Kenyan
Visa Status: Residence
Language: English / Swahili



CAREER OBJECTIVE:

Dependable and hardworking individual with over 2 years of reliable logistics and warehousing experience seeking employment opportunity. Excellent communication, interpersonal skills and ability to work comfortably at multiple organizational levels. Committed and ready to take a new challenge to add value in an organization by utilizing my abilities towards achieving organization corporate goals and advance growth of my career.

PROFESSIONAL EXPERIENCE:

JJS FREIGHT FORWARDING L.L.C, Dubai. JAN 2020 TO PRESENT

POSITION: SALES AND OPERATIONS

KEY RESPONSIBILITIES AND QUALIFICATIONS:

- Sales, marketing and operations.
- Identifying business opportunities by identifying prospects and evaluating their position in the industry
- Selling services by establishing contact and developing relationships with prospects; recommending solutions.
- Providing responsive customer service and resolving client issues quickly and efficiently.
- Follow up on all requests/quotes issued to new/potential clients to ensure business is secured.
- Ensure 0% unresolved client queries.
- Actively make client visits and follow up to ensure client satisfaction and secure business.
- Maintaining relationships with clients by providing support, information, and guidance
- Contributes to team effort by accomplishing related results as needed.
- Acquiring sales and achieving sales target by approaching new prospective clients.
- Identify and prospect new business/clients via cold-calling and sales activities.
- Build and develop strong relationships with new and existing clients.
- Conduct regular follow-ups with clients to encourage up-selling and retention.
- Managing daily shipping schedules and dispatching trucks for freight pickup
- Maintaining regular contact with existing clients to determine their daily and weekly shipping needs
- Documentation and Custom clearance, Typing Exit/Entry Certificate for claim submissions.
- Handling incoming shipments, taking delivery orders, Split NOC for Cross-stuffing, OBL and E-Token generation in Dubai Trade.
- Providing accurate, timely and proactive customer service to the company's customers as well as effectively communicating and coordinating with internal departments and third parties to meet customer requirements.
- Overall communications, timely responses to calls, emails and requests (internal and external).
- Arrange, coordinate trucking pick-ups and delivery appointments with ability to affect cost effective transportation solutions.
- Supervising shipments until delivery completed to guarantee smooth operations and customer satisfaction.
- Assist in all other areas of operations and administrative duties as needed.
- Track and trace (ETA/ETS) of shipments as required for timely clearance and delivery.

HORIZON MERCHANTS LIMITED, KENYA. JAN 2017 – AUG 2019.

POSITION: WAREHOUSE ASSOCIATE

KEY RESPONSIBILITIES AND QUALIFICATIONS:

- Verify articles against purchase orders or packing lists and count and inspect materials for damage or defects.

- Research discrepancies in purchase orders and duplicate orders.
- Identify vendors and obtain quotes of prices for goods to be purchased; research new parts, substitute products and pricing.
- Select proper storage areas and store articles in bins, racks, shelves, floor or yard areas.
- Issue materials, supplies, tools, parts and equipment, obtaining proper records and requisitions.
- Maintain control of rental uniform stock and changes.
- Enter and retrieve data from a computerized inventory control system.
- Track material usage and establish reorder points.

JAMII BORA UNGA LIMITED, KENYA-MAY2014-NOV2015

POSITION: WAREHOUSE ASSISTANT.

KEY RESPONSIBILITIES AND QUALIFICATIONS:

- Check inventory records for accuracy
- Compile reports on various aspects of changes in production or inventory
- Keep records of items shipped, received, or transferred to another location
- Find, sort, or move goods between different parts of the business
- Assist in reconciling work order quantities with inventory records.

EDUCATION & TECHNICAL TRAINING BACKGROUND

- Certificate in Microsoft office applications
- Technical Training and Basic Skills, Nyeri Polytechnic and Tech. Training Centre
- Kenya certificate of Secondary Education, Umoja Day High School.
- Kenya Certificate of Primary Education, St. Joseph Laikipia Academy.

KEY SKILLS

- Experience in shipping, receiving and logistics field.
- Experience in management and administrative positions
- Strong professional communication skills, including written and verbal
- Adaptability and attention to details
- Freight billing
- Improving customer experience
- Strong organizational abilities
- Building customer and loyalty
- Proficient in Microsoft Office
- Time management and discipline
- Sales and Marketing experience in logistics

HOBBIES

- Socializing and travelling.
- Playing Football.

REFERENCES UPON REQUEST: