

JOHN MUCHIRI



CONTACT:

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Nationality: Kenyan

Visa Status: Residence Visa

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SKILL HIGHLIGHTS:

- Strong professional communication skills, including written and verbal
- Adaptability and attention to details
- Improving customer experience
- Experience in management and administrative positions
- Strong organizational abilities
- Results-oriented
- Revenue generation
- Business development
- Effective marketing
- Operability and commitment
- Ability to motivate staff and maintain good relations.
- Ability to handle pressure and stress
- Proficient in Microsoft office
- Discipline and good manners

LANGUAGES:

English
Swahili

SUMMARY:

Dependable and hardworking individual with 3 years of reliable logistics and warehousing experience seeking employment opportunity. Excellent communication, interpersonal skills and ability to work comfortably at multiple organizational levels. Accomplished active team player Committed and focused to add value to an organization by utilizing my abilities towards achieving corporate goals and advance the growth of my career.

EXPERIENCE:

JJS FREIGHT FORWARDING LLC, DUBAI, UAE. – JAN 2020 TO PRESENT

POSITION: SALES AND OPERATIONS EXECUTIVE

KEY QUALIFICATIONS AND RESPONSIBILITIES:

- 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.
- Acquiring sales and achieving sales target by approaching new prospective clients.
- 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
- Documentation and Custom clearance, Typing Exit/Entry Certificate for claim submissions.
- Opening and closing job cards for final invoicing.
- Handling incoming shipments, taking delivery orders.
- Arrange, coordinate trucking pick-ups and delivery appointments with ability to affect cost effective transportation solutions.

JAMII BORA UNGA LIMITED, NAIROBI, KENYA. 2017 TO 2019

POSITION: WAREHOUSE ASSISTANT

KEY QUALIFICATIONS AND RESPONSIBILITIES:

- Receiving, moving, checking and storing incoming goods ensuring they are of accurate quantity, type and acceptable quality.
- Track and Trace (checking ETA/ETS) of shipments as required for timely clearance
- Recording exact day of arrival and departure of shipments within the warehouse.
- Selecting and preparing space for storage and arranged for goods to be placed in proper areas.
- Packaged and labeled products before they are dispatched.
- Unloaded and loaded trucks, pickups, vans and other transportation vehicles.
- Ensure that goods are handled into, within and out of the warehouse in a manner which will not cause damage to the goods, to the warehouse or to the delivery vehicles
- Ensure that the warehouse is kept clean and tidy at all times through regular housekeeping
- Report any misconduct by contractors/drivers on site immediately
- Uphold the image of the company at all times

EDUCATION:

- **ABERDARE INSTITUTE OF BUSINESS MANAGEMENT AND IT**-Certificate of Computer Studies - (Kenya)
- **NYERI POLYTECHNIC** - Technical Skills Training (Kenya)
- **UMOJA HIGH SCHOOL** -Certificate of Secondary Education (Kenya)
- **ST. JOSEPH ACADEMY**- Certificate of Primary Education (Kenya)