

Joseph Otieno Orucho

Supply Chain & Operations Specialist | Strategic Planning | Performance Management

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Professional Summary

Experienced operations and supply chain specialist with 5+ years of progressive leadership across agri-logistics, warehouse management, customer experience, and business operations. Proven track record in driving cost-efficient strategies, establishing KPIs, streamlining processes, and leading cross-functional teams in high-impact environments. Passionate about creating systems that scale social impact through innovation and operational excellence.

Key Competencies

- Strategic Operations Planning & Execution
- Centralized Kitchen & Supply Chain Coordination
- Performance Monitoring & KPI Development
- Cost Optimization & Unit Economics
- Cross-Functional Collaboration
- Risk Assessment & Mitigation Planning
- Team Leadership & Structured Training
- Inventory, Logistics & Asset Management

Professional Experience

Maua Mazuri Tissue Culture

- **Country Sales Manager – Kenya | Aug 2024 – Present**

- Spearheaded national operations including distribution, market expansion, and agronomic support.
- Collaborated with finance and production teams to monitor performance and cost efficiency.
- Developed and tracked sales KPIs, boosting monthly sales by 30% in two months.
- Strengthened key partnerships and optimized delivery systems.
- Reported on team performance and market intelligence to guide strategic decisions.

SunCulture Ltd.

- **Customer Support Associate | Apr 2024 – Aug 2024**

- Led after-sales support operations for carbon credit programs.
- Addressed client issues and coordinated field responses.

GAOTek Inc.

- **Supply Chain & Product Content Lead | Mar 2024 – Jul 2024**

- Led supply data synchronization and operational documentation across global teams.

iProcure Limited

- **Assistant Warehouse Manager | May 2023 – Mar 2024**

- Managed centralized warehouse operations: inventory control, dispatch, and audits.
- Improved order fulfillment and compliance with food safety protocols.
- Achieved 98% inventory accuracy through structured audits and training.
- Introduced tracking systems that reduced order delays by 25%.

- **Assistant Customer Success Manager | Oct 2022 – May 2023**

- Conducted service quality audits and implemented feedback loops.
- Introduced call management SOPs, improving retention by 30%.
- Led interdepartmental coordination with tech and logistics teams.

Apollo Agriculture

- **Customer Support Specialist | Dec 2021 – Oct 2022**

- Coordinated telesales and farmer support operations across regions.
- Implemented customer management and repayment systems, reducing churn by 25%.

- **Sales Agronomist | Jan 2021 – Nov 2021**

- Trained farmers on production standards; improved regional output by 40%.
- Supported product rollout and field-based logistics with cross-functional teams.

Kenya Revenue Authority

- **Office Assistant | Jan 2020 – Dec 2020**

- Managed document workflows and supported internal communications.

Education

Diploma in Agriculture (Extension Education), Eldoret Technical Training Institute | 2018 – 2020

Certificate in Computer Studies, eMobilis Institute | 2018 – 2019

Certifications

Certificate in Supply Chain Management, GAOTek Inc. (July 2024)

Customer Service Excellence Training, iProcure Ltd. (2023)

Languages

English – Fluent

Swahili – Fluent