
Roger Kigongo

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PERSONAL STATEMENT

Am a diligent individual, reliable, trustworthy with good communication and interpersonal skills, very detailed and analytical, conscientious relations personnel with a positive “can- do” attitude who is able to multi-task, handle pressure and able to work with a team.

With an infectious enthusiasm and inspirational style, I use my vast experiences to manage superb organizational day to day challenges, maintain and build relationships with courtesy and professionalism.

AREAS OF EXPERTISE

- Extremely analytical and organized
- Articulate in presentation and speech
- Recognize the importance of teamwork
- Value the importance of communication.
- Am fully aware of my expectations and work towards exceeding them.
- Ability to take ownership of issues and work.
- Able to listen, understand and deliver to my expectation exceedingly.
- Good numerical skills with the ability to effectively work with MS packages and systems efficiently.
- Have a good understanding of a global mindset fully respecting of other peoples cultures, religions and beliefs.

CAREER HISTORY

Warehouse and Purchasing Supervisor – Demquip Wrecking and demolition works LLC, Dubai UAE (October 2023 - To date)

Responsibilities;

- Control warehouse activities through ensuring a daily stock check for in and out of the store, comparing it with both system and physical stock count.
- On board, train and supervise my subordinates whilst meeting scheduled expectations and performance goals.
- Inventory control through proper warehousing practices including FIFO procedures and good supervision of good check-in and check-out procedures.
- Research and identify suppliers for the different materials, assess their capabilities and product quality, seek quotes and share with management, initiate, and manage the purchases and ensure timely delivery and adherence to the quality standards needed.
- Negotiate with suppliers to obtain favorable prices, terms, and conditions. Draft and review MOU contracts ensuring compliance with the company policies.
- Plans overall work program and layout of the warehouse for the store including the storage, handling, loading, offloading, housekeeping, replenishment and movement of items to and from different places, movement of staff.
- Responsible for fulfilling the documents related to purchase and inventory like issuance of local purchase orders, materials issuance notes, goods delivered notes, dispatch notes, goods received notes as per the ISO requirements.
- Maintain and update stock movements on the daily basis and initiate replenishment orders as needed to maintain optimal stock levels.
- Build and maintain strong relationships with suppliers and address any concerns related to quality, delivery delays and their follow-up on their settlements at the due dates as per the contract.
- Regularly evaluate supplier performance and give feedback for improvement where necessary.
- Ensure that the vehicles and plant are serviced on time and that their spares are available and are in compliance with RTA.
- Keep and stay informed of new market trends, products, competitors, and any new industry developments.
- Monitor product performance metrics and make data-driven decisions to improve sales and profitability.
- Safeguard warehouse operations and mitigate liabilities by implementing employee safety training, security and adherence to safety protocols daily as per the legal requirements.
- Sort tools and report of their status including the breakdown of vehicle and machinery, missing parts and any spares needed.
- Ensure that the store and the tools are maintained within local legislation procedures like licenses, certifications and insurances.
- Ensure that company plant and machinery, vehicles are kept and used in a safe manner being certified, insured, registered and serviced regularly as per the policies of the company and those of emirate.
- Ensure efficient and effective transportation of material requests to and from the different locations.
- Lead a team for effective management of the store operations in receiving, inspecting, storage, movement and transfer of items.
- Inspect deliveries as per the purchase orders and delivery notes to ensure quality and quantity needed.

Warehouse and Purchasing Supervisor - Diamond Edge Cutting LLC, Dubai UAE (August 2017- September 2023)

Responsibilities;

- Control warehouse activities through ensuring a daily stock check for in and out of the store, comparing it with both system and physical stock count.
- On board, train and supervise my subordinates whilst meeting scheduled expectations and performance goals.
- Inventory control through proper warehousing practices including FIFO procedures and good supervision of good check-in and check-out procedures.
- Research and identify suppliers for the different materials both locally and internationally, assess their capabilities and product quality, seek quotes and share with management, initiate, and manage the purchases and ensure timely delivery and adherence to the quality standards needed.
- Negotiate with suppliers to obtain favorable prices, terms, and conditions. Draft and review MOU contracts ensuring compliance with the company policies.
- Plans overall work program and layout of the warehouse for the store including the storage, handling, loading, offloading, housekeeping, and movement of items to and from different places, movement of staff.
- Responsible for fulfilling the documents related to purchase and inventory like issuance of local purchase orders, materials issuance notes, goods delivered notes, dispatch notes, goods received notes as per the ISO requirements.
- Maintain and update stock movements on the daily basis and initiate replenishment orders as needed to maintain optimal stock levels.
- Build and maintain strong relationships with suppliers and address any concerns related to quality, delivery delays and their follow-up on their settlements at the due dates as per the contract.
- Regularly evaluate supplier performance and give feedback for improvement where necessary.
- Ensure that the vehicles and plant are serviced on time and that their spares are available and are in compliance with RTA.
- Keep and stay informed of new market trends, products, competitors, and any new industry developments.
- Monitor product performance metrics and make data-driven decisions to improve sales and profitability.
- Safeguard warehouse operations and mitigate liabilities by implementing employee safety training, security and adherence to safety protocols daily as per the legal requirements.
- Sort tools and report of their status including the breakdown of vehicle and machinery, missing parts and any spares needed.
- Ensure that the store and the tools are maintained within local legislation procedures like licenses, certifications and insurances.
- Ensure that company plant and machinery, vehicles are kept and used in a safe manner being certified, insured, registered and serviced regularly as per the policies of the company and those of emirate.
- Ensure efficient and effective transportation of material requests to and from the different locations.
- Lead a team for effective management of the store operations in receiving, inspecting, storage, movement and transfer of items.
- Inspect deliveries as per the purchase orders and delivery notes to ensure quality and quantity needed.

Senior Account Executive - Aon Uganda Ltd now trading as Minet Uganda (2014-2017)

Responsibilities;

- Drive sales through generation of new accounts whilst maintaining growth of the existing clientele.
- Manage and build client and service provider relationships by ensuring that all service issues pertaining the client are addressed effectively in an efficient manner.
- Ensure that accounts are serviced efficiently and professionally. This includes review of policy wordings, get the best under writer deals, issue endorsements etc to meet the clients needs.
- Address day to day client and service provider concerns of record updates, advisory services, prompt feedback on any inquiries.
- Preparation of stewardship reports, draft and review of contract and service level agreements. After which there are sent to the parties for signing.
- Review of the client risk profiles, analyse, assessments to which I advise of any exposures.
- Maintaining up-to-date client records and filling it away on both soft and hard copy safe custody.
- Follow up on any outstanding premiums and fees.
- Gather and monitor data to provide trends and opportunities for both insurers and reinsurers
- Client visitation and presentations. This involved enlightening the client of their different risk portfolios, advising of them of how policies work, when to claim and how settlement is done.
- For account managed clients, ensured that the account is afloat of funds to cater for any premiums due or fees payable. On the fund reaching the minimum, a replenishment request is put in together with the utilization report to refund the account.
- Provide reinsurance consultancy during negotiations, claims, risk management, and premium rates.
- Provide updates month on the new accounts and existing accounts performance to top management
- Claims management. From claim reporting, to up and about correspondences between the client on the documents needed and the insurer on issuance of a settlement offer to an actual payment of a claim.

Account Executive - Aon Uganda Ltd now trading as Minet Uganda (2011-2013)

Responsibilities;

- Responsible for retention and growth of existing clients and creating new business lines through cross selling.
- Manage and build client and service provider relationships by ensuring that all service issues pertaining the stakeholder involved is addressed effectively in amicable means.
- Address day to day client and service provider concerns of record updates, advisory services, prompt feedback on any inquiries.
- Preparation of stewardship reports, draft and review of service level agreements.
- Review of the client profiles and make risk assessments to which I advise of any exposures not mitigated.
- Maintaining up-to-date client records and filling it away on both soft and hard copy safe custody.
- Seeking and negotiating best insurance term for the clients. This involves tendering the policy out in the market for the desirable terms and prices. Industry players get back quoting their best terms which I analyse and renegotiate where possible to get the client the best deal.
- Claims management. From claim reporting, to up and about correspondences between the client on the documents needed and the insurer on issuance of a settlement offer to an actual payment of a claim.

ACADEMIC QUALIFICATIONS

Institution	Year	Major	Qualification
Makerere University	2007-2010	Accounting	Bachelor of Commerce Degree
Alison	2023	Warehouse Management	Diploma in Warehouse Management
Alison	2023	Operations Management	Diploma in Operations Management
Shaw Academy	2019	Financial Trading & Investment	Diploma in Financial Trading & Investment
ANZIIF	2015-2017	Integrated Risk Management	Diploma in Integrated Risk Management
ANIIF	2011-2014	Insurance	Certificate IV in General
ITET	2011	Insurance	Certificate of Proficiency
NSSN	2005-2006	Advanced Level	Advanced Certificate of education
NSSN	2001-2004	Ordinary Level	Certificate of Education

ANZIIF - Australia and New Zealand Institute of Insurance and Finance - Melbourne, Australia

ITET - Insurance Training and Education Trust - Nairobi, Kenya

NSSN - Naalya Senior Secondary School Namugongo - Kampala, Uganda

REFERENCES - Available on request