

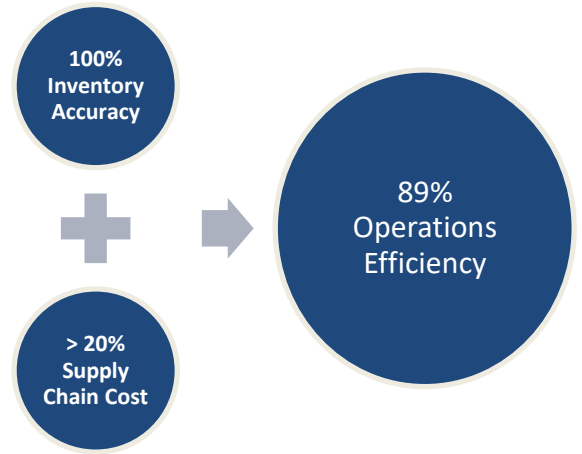
# BENSON MUEMA

Nairobi, Kenya | +254 740 864 008 | [muemabenson39@gmail.com](mailto:muemabenson39@gmail.com) | LinkedIn – Benson Muema

## WAREHOUSE OPERATIONS | LOGISTICS MANAGEMENT | SUPPLY CHAIN OPTIMIZATION

MODERNIZING WAREHOUSE & LOGISTICS MANAGEMENT ▪ SALVAGING UNDERPERFORMING OPERATIONS ▪ MAXIMIZING P&L PERFORMANCE ▪ OPTIMIZING INVENTORY ACCURACY

- **Process-driven and revenue-focused professional** with 8 years of experience in streamlining Business Operations, warehouse operations, ensuring cost-saving procurement contracts, improving supply chain continuity and enhancing logistics processes for global sourcing and procurement organizations across the eCommerce and FMCG industry.
- Proven track record of designing robust supply chain infrastructure, minimizing operations costs, increasing inventory accuracy, reducing order fulfillment rate, and decreasing workplace accidents.
- Highly skilled in implementing regulatory compliance, inventory management, and logistics optimization to drive operational efficiency and profitability.
- Respected team leader who has repeatedly turned around underperforming teams, grew sales and ensured delivery of quality customer services while negotiating contracts.



### AREAS OF EXPERTISE

Warehouse Management | Operational Excellence | Supply Chain Optimization | Logistics | Manufacturing Process Improvement | Procurement & Strategic Sourcing | Inventory Control | Transportation | Enterprise Resource Planning: SAP & Oracle | Vendor Management | Production Support | Shipment Tracking | Demand Planning | Order Fulfillment | Fleet Management | Routing | Vehicle Maintenance | Safety | HSE | Regulatory Compliance | People Leadership | People Performance Management

## CAREER HISTORY & ACHIEVEMENTS

**Sendbox Software Technologies Africa | Nairobi, Kenya | Jan 2022 – Present**

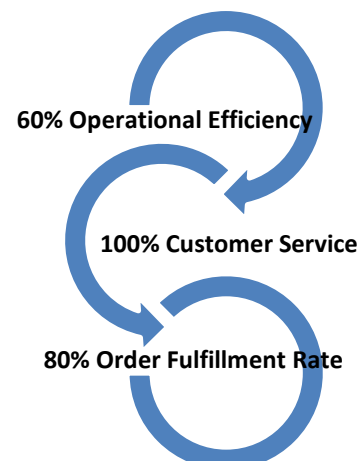
### OPERATIONS MANAGER (FMCG)

Oversee end-to-end warehouse, logistics, procurement, and supply chain operations of an FMCG and eCommerce transportation company, including international/local shipping, order fulfillment, inventory management, and distribution. Propel business growth, boost revenue returns, and lead a team of 50 personnel in streamlining sales, business development, customer service, and transportation operations.

**Strategic Actions:** Managed logistics, modernized supply chain processes, and ensured warehousing efficiency.

**Results:** Skyrocketed revenue growth 3x, with 12% improved throughput and 17% operations cost reduction.

- **Spearheaded warehousing, distribution, and maintenance operations** of 25 warehouse associates, increasing operations efficiency by 60%.
- **Attained a 98% inventory accuracy rate** by conducting regular cycle counts and developing solutions for optimal fleet management.
- **Promoted lean manufacturing techniques** by developing a dynamic labeling system that decreased the time for order processing by 50%.
- **Decreased supply chain cost by 20%** by modernizing systems in factories, vendors, and materials management facilities across Africa.
- **Improved people performance by 45%** by professionally managing compensation, addressing inquiries, and introducing in-depth training.
- **Maintained the physical condition of warehouse** by ensuring adherence to safety measures and regulatory compliance policies, resulting in a 32% decrease in facility maintenance costs.
- **Forged strategic alliances with customers, suppliers, and transport companies**, leading to procurement and delivery of local/international shipments while managing a multimillion budget.



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- **Grew customer satisfaction scores** by providing quality customer services for international and local clients.

### UNI Industries East Africa | Nairobi, Kenya | Jan 2020 – Dec 2021

#### WAREHOUSE, WORKSHOP AND MANUFACTURING SUPERVISOR

Brought on board to advance warehouse efficiency, ensure timely delivery of supplies, and foster a culture of operational excellence and customer satisfaction. Managed **Ksh.1 million** budget, enhanced staff performance, and optimized stock movement.

**Challenge:** To win a larger East Africa market share. **Actions:** Masterminded strategic plans centered around order fulfillment, scheduling, logistics, and warehousing. Challenged traditional operating procedures. **Results:** Reduced surplus inventory by **23%**, improved operational excellence to **97%**, and minimized transportation delivery delays.

- **Achieved 100% inventory accuracy** by monitoring the loading/unloading of goods, preparing delivery schedules, and tracking orders, thus reducing shortage issues.
- **Ensured prompt delivery of customer services** by implementing quality control, hence **77%** decrease in product returns.
- **Generated additional Ksh.2 million in contracts** by improving customer service offerings and ensuring operational excellence.
- **Succeeded in strategically improving logistic processes** with a staff of **35** employees and **600+** customer accounts; enhanced efficiency by **50%** by using agile methodologies in conjunction with Warehouse Management Systems.
- **Gained a 10% surge in on-time deliveries** by integrating Just-in-Time practices and building strong supplier partnerships.
- **Increased company productivity YoY** by launching picking tickets in order fulfillment, approving transporters for timely dispatch, and ensuring accurate documentation.
- **Leveraged Logistics Management expertise and labeling system** to streamline storage, transportation, and delivery processes, cutting time for labeling by **80%** across the supply chain.
- **Cultivated a culture of continuous improvement among staff**, resulting in increased productivity, hence a **17%** reduction in overhead costs and improved employee retention.
- **Reduced freight costs by 25%** by negotiating procurement contracts, optimizing load planning, and performing logistics forecasting with a cross-functional warehouse team.

### Blackwood Hodge Kenya Ltd | Nairobi, Kenya | Jan 2018 – Dec 2019

#### WAREHOUSE SUPERVISOR (RETAIL & MANUFACTURING)

Promoted to transform warehouse performance, lead **25** staff in meeting supply chain and logistics demands, and improve client satisfaction. Implemented operations best practices for receiving, warehousing, and dispatch functions.

**Strategic Actions:** Instituted Standard Operating Procedures (SOPs) and automated warehouse operations systems.  
**Results:** Improved inventory accuracy by **10%**, truck turnaround time to **100%**, and logistics accuracy to **98%**.

- **Doubled warehouse, logistics, and supply chain accuracy from 46% to 98%** through efficient route planning.
- **Scaled staff to peak performance levels** by training newly recruited employees on warehousing, customer service, logistics, and supply chain operations.
- **Spiked growth in inventory accuracy from 88% to 99%** by implementing robust inventory management practices to maintain optimal stock levels while minimizing the risk of stockouts or overstocking.
- **Championed adoption of HSE regulations** that ensured adherence to security policies and compliance standards; leveraged preventive maintenance programs for warehouse equipment, reducing breakdown by **60%**.
- **Delivered exceptional customer services** by improving process efficiency and accuracy for product handling, inventory management, shipping, and gate processes by **23%**.

**Additional Career History; Electrical Technician** | Blackwood Hodge Kenya Ltd | Nairobi, Kenya | Feb 2017 – Dec 2017

## EDUCATION

**Bachelor in Warehouse & Supply Chain Management** | University of Nairobi | 2022

**Diploma Warehouse & Supply Chain Management** | University of Nairobi | 2019

**Certificate In Warehouse Management** | Carlile College (KNEC) | 2017

**LICENCES & CERTIFICATIONS**

SAP Business One: Production and Logistics | Excel Supply Chain Analysis: Solving Transportation Problems | Supply Chain and Operations Management Tips | Operations and Performance Management Professional | Workplace Safety | First Aid and Safety Training | Certified Customer Service Specialist (CSS) | Unconscious Bias | Emotional Intelligence

**REFEREES**

To be provided upon Request