

# Isaiah Otieno Otenga

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## Personal Profile

Top producing and organized professional with over 5 years of experience having worked in different organizations and recently worked as a Receiving Clerk at Tusker Mattresses Limited. I am adept at forecasting demand and creating supply plans, as I am highly successful in designing supply chains that support business strategies. I also have in-depth knowledge of logistics processes and current best practices, and the ability to plan, develop, and establish long and short-range procurement and contracting plans. I am dedicated and committed to growing and expanding businesses and have a proven track record of success. I aim to obtain a position where I can gain more experience and add value to facilitate organizational effectiveness and growth.

## Education

2019	<b>Bachelors in Purchasing and Supplies Management</b> Kisii University
2015	<b>Diploma in Purchasing and Supplies Management</b> Kisii University
2013	<b>Certificate in Purchasing and Supplies Management</b> Kisii University
2000	<b>Kenya Certificate of Secondary Education</b> Gobei Mixed Secondary School

## Professional Qualifications

- **2013:** Certificate in Bridging in Mathematics; Kisii University

## Skills

- **Inventory Management:** I have the ability to oversee and control the orders, storage, and use of components that the company will use in the production, as well as overseeing and controlling quantities of finished products.
- **Procurement:** I have extensive knowledge of purchase order systems and related software; a Deep understanding of the principles of procurement management; Exceptional ability to prepare financial reports, supplier development, and performance measurement.
- **Reporting:** I am able to produce reports for Management on a range of procurement-related activities, documenting processes, procedures, and decisions, making recommendations as appropriate.
- **Teamwork:** I possess a strong commitment to team dynamics with the ability to contribute expertise and follow any directives at appropriate times.
- **Communication Skills:** I communicate very well both orally and in writing. Possess good presentation skills and people handling techniques.
- **Planning and Organizing:** I have the ability to identify and prioritize activities and assignments, make necessary adjustments as required; foresee risks and allow for contingencies when planning.

- **Decision Making and Problem-Solving Skills:** I am able to make timely, well-considered, and logical decisions on problem situations that may arise to find appropriate and workable solutions.
- **Relationship Management:** I am a proven relationship builder with excellent interpersonal skills and I can nurture and retain strong relationships with existing and new customers.
- **Time Management:** I have the ability to prioritize work and manage time effectively.

## Work Experience

**July 2024 To Date** : **Rongai workshop and Transport services limited.**

**Position:** Head of Customer Service

**Duties and Responsibilities**

1. Ensuring all the required documents from the customer are available for loading to take place.
2. Managing the Operations system updates and reports that are being shared with the clients.
3. Overseeing system allocation of files to the loading team
4. Ensuring the shipment information is well updated in the Operations system by respective parties
5. Ensuring that Operations system updates and reports are sent to the internal and external customers
6. Ensure the turnaround times on each customer are well updated.
7. Ensure seamless service by updating the customers' queries on the shipments under loading
8. Liaise with the customers to sort out missing documents for loading process.
9. Responding to customers' queries on the shipment under loading.
10. Respond to customer inquiries via phone, email, and in-person.
11. Provide accurate information about our services, schedules, and policies.
12. Handle customer complaints and resolve issues in a timely and efficient manner.
13. Coordinate with other departments to ensure customer needs are met.
14. Maintain accurate records of customer interactions and transactions.
15. Follow up with customers to ensure their issues have been resolved.
16. Monitor customer feedback and suggest improvements to enhance service quality.
17. Update inventory and share with the management daily.

**July 2023 to Jan 2024**

**Kartasi Products Limited Company**

**Position :** Warehouse and Logistics Manager

**Key Achievements:**

- Implemented productivity by reorganizing and streamlining warehouse operations.
- Established new inventory guidelines and trained staffs.
- Implemented inventory tracking for all the departments and assisted the purchasing department in order as needed.
- Reduced the stock variances

**Responsibilities:**

- Administrative duties within the department.
- Analyzing stock variances.
- Attending Heads of Departments meetings in the management.
- Reports to the managing Director .
- Doing weekly and monthly department reports and share with management

- People management within the warehouse and logistics department.
- Oversee receiving, warehousing, and distribution operations.
- Implement operations, policies, and procedures.
- Ensure staff safety.
- Motivate and discipline staff.
- Oversee administrative functions.
- Maintain documentation and keep accurate records of warehouse activities.
- Assist with deliveries.
- Reconciliation of inventory monthly.

#### **Mar 2021 to June 2022. Citywalk Limited Company**

**Position:** Warehouse Assistant Manager and Admin

#### **Key Achievements:**

- Implemented productivity by reorganizing and streamlining warehouse operations.
- Revised previous products and purged inventory.
- Established new inventory guidelines and trained staffs.
- Implemented inventory tracking for all the departments and assisted the purchasing department in order as needed.
- Reduced the stock variances

#### **Responsibilities:**

- Oversee receiving, warehousing, and distribution operations.
- Implement operations, policies, and procedures.
- Ensure staff safety.
- Motivate and discipline staff.
- Oversee administrative functions.
- Maintain documentation and keep accurate records of warehouse activities.
- Assist with deliveries.
- Reconciliation of inventory monthly.

2018 - 2020

Tusker Mattresses Limited

**Position:** Receiving Clerk

**Key Achievements:**

- Identified all the loopholes in receiving and dispatch areas.
- Initiated, reported challenges and weaknesses within receiving and dispatch.

**Responsibilities:**

- Coordinated purchases and services from established vendors.
- Sourced for vendors and negotiate for best rates and value for money for the organization.
- Maintained inventory level records.
- Received new stock verifying quantities physically.
- Identified new opportunities seek ways to improve efficiencies and ensure purchasing compliance.
- Kept detailed organized filing of documents.

2016 - 2018

Tusker Mattresses Limited

**Position:** Branch Inventory Controller

**Key Achievements:**

- Introduced efficient inventory management modules as a result minimized process discrepancies.
- Provided training to clerks in creating and implementing inventory procedures.
- Continuously maintained accurate inventory throughout the year.
- Considered as the only employee from an existing branch data entry team to be moved to inventory management due to exceptional skills and experience.
- Suggested a system to track and verify the reconciled use of supplies as a result decreased correlated issues
- Streamlined inventory processes by effectively collaborating with team members

**Responsibilities:**

- Constantly provided leadership in developing standardized documentation for inventory operational functions.
- Oversaw and supervise employees and all activities of the purchasing department.
- Prepared plans for the purchase of equipment, services, and supplies.
- Followed and enforced the company's procurement policies and procedures.
- Reviewed, compared, analyzed, and approved products and services to be purchased.
- Managed inventories and maintained accurate purchase and pricing records.
- Maintained and updated supplier information such as qualifications, delivery times, and product ranges.

- Maintained good supplier relations and negotiated contracts.
- Researched and evaluated prospective suppliers.
- Prepared budgets, cost analyses, and reports.

## Additional Information

### Training and Workshop

- Jul - Sept 2007: Attended Entrepreneurship Project Training at Bondo Town.

### Seminars and Conferences

- KISM seminars

### Hobbies and Interests

- Socializing, Traveling, and Community Work.

## Referees

Christopher Ngacho

Dean School of Business and Economics, Kisii

University Telephone no: +254 722 811 548

Victor Chomba

Former Branch Administrator – Tusker Mattresses

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Daniel Nduati

Former Cost Accountant and Logistics Manager, Tusker Mattresses

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Moses Teddy Oketch

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