



BONIFACE MURITHII MUTHURI

Warehouse Operative | Warehouse Assistant | Technical Support

Contact

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Education

Bachelor of Business Information Technology,
Kenya Methodist University
July 2016

Certification
Information Technology Infrastructure Library (ITIL)
AXELOS
2018

CPR, AED & First Aid
National Health Care Provider Solutions (NHCPs),
2024

Skills

- Customer Service
- Inventory Management
- Operational efficiency
- Microsoft Office
- Data protection
- Effective Communication
- Cultural Adaptability
- Work Place safety

Professional Overview

Enthusiastic warehouse operative with over 5 years of experience in logistics. Proficient in warehouse operations, inventory management and technical support. Proven ability to deliver exceptional customer service and a team player with strong problem-solving skills to efficiently streamline warehouse operations.

Employment History

Warehouse Operative

Meru County Aggregation and Industrial Park, Kenya 2024- Present

- Led a team of 10 members, optimizing operations, reducing inefficiencies and increasing productivity by 10%.
- Coordinated with cross-functional teams to streamline logistics processes, resulting in a 5% reduction in delivery times.
- Participated in staff training program for staff, promoting skill development and operational knowledge.
- Trained staff on efficient usage and adoption of integrated warehouse management technology.
- Involved in enforcement of workplace safety protocols contributing to zero workplace accidents over a one-year period.
- Picking, packing, inspecting and labelling orders

Logistics /Technical Officer

Independent Electoral and Boundaries Commission, (IEBC) Kenya 2022

- Managed the receipt and dispatch of electoral materials, maintain an average processing time of under 24 hours.
- Assisted in daily warehouse operations, focusing on the efficient sorting and stowing of products.
- Optimized storage solutions leading to increased warehouse capacity utilization
- Optimized transport routes in collaboration with the logistics team, reducing delivery times by 15%.

Technical Support

Next Level Technologies, Kenya 2018- 2023

- Provided first-line IT support, troubleshooting hardware, software and network issues ensuring 98% uptime.
- Managed help desks tickets with timely resolutions, ensuring 99% user satisfaction.
- Monitored security threats and systems health & implemented data protection measures.
- Trained new staff on IT policies and tools to ensure continuous productivity.
- Daily Inventory management.