

VICTOR OTIENO OKUTA

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PROFESSIONAL SUMMARY

- Detail-oriented logistics specialist with expertise in supply chain management, freight coordination, warehousing, and distribution operations. Skilled in optimizing shipment processes, ensuring regulatory compliance, and streamlining workflows to enhance efficiency and reduce costs. Adept at coordinating cross-functional teams, solving operational challenges, and delivering timely, high-quality service.

CORE COMPETENCIES

- Logistics & Express Operations
- International & Domestic Courier Services
- Customs Clearance & Regulatory Compliance
- Warehouse & Inventory Management
- Team Leadership & Training
- Airline Liaison & Console Recovery
- Risk Management & HSSE Compliance
- Customer Service & Issue Resolution
- Route Optimization & Dispatch
- MS Office Suite (Excel, Word, PowerPoint)
- Dangerous Goods Regulations (DGR)

PROFESSIONAL EXPERIENCE

Ground Operations Supervisor: Aramex (K) Ltd — May 2020 – Dec 2025

Key Responsibilities:

- Supervise express, dispatch, delivery, and collection operations to ensure efficiency, high service quality, and full compliance with SOPs, shipment cycles, and company standards.
- Enhance customer satisfaction by meeting service and retention targets, handling incidents and complaints via CMT and direct channels, and collaborating with account management teams and airline partners.
- Monitored and improved inbound and outbound performance, resolved no-scan records, tracked shipments, and optimized route efficiency using GPS and performance metrics.
- Manage staffing levels, schedules, and leave plans; train, mentor, and evaluate team members, setting clear objectives and conducting performance reviews.
- Ensure adherence to HSSE, regulatory, and sustainability policies while overseeing secure shipment processing, airline handovers, and environmentally responsible operations.

Hub Operations Supervisor: Aramex (K) Ltd — Dec 2016 – May 2020

Key Responsibilities:

- Monitored end-to-end customs clearance activities to ensure compliance with SLA requirements, accurate documentation, and timely shipment release.
- Led effective communication and coordination among internal departments, customers, airlines, ground handlers, and customs authorities to support smooth and timely operations.
- Coordinated with airlines and ground handlers to verify flight ETDs/ETAs against inbound pre-alerts and arrival manifests, track and recover missing or pending consoles, ensure timely submission of MAWB/CBV documentation, and pursue claims for lost or delayed shipments.
- Engaged with airlines and ground handlers to address pricing, operational efficiency, and security compliance matters
- Served as the primary communication liaison between Aramex and Aramex franchise agents in Kigali, Rwanda; Bujumbura, Burundi; and Freetown, Sierra Leone (KGL/BJM and FNA).
- Assessed, tracked, and improved key operational KPIs, including network quality, transit times, route efficiency, and overall customer experience.

Express Inbound/Outbound Team Member: Aramex (K) Ltd — Jan 2015 – Dec 2016Key Responsibilities

- Organized and attached customs paperwork, ensuring adherence to compliance standards.
- Ensured prompt clearance and release of customs-held shipments, managing the delivery and timely posting of Proof of Deliveries (PODs).
- Verified COD payments upon delivery, and facilitated same-day processing.
- Liaised with internal teams and external agents to address shipment issues and ensure prompt closure of pending express shipments.
- Updated addresses in the Aramex system to ensure accurate future deliveries when shipments arrived with incomplete or incorrect address details.
- Generated precise daily reports for all customs-cleared and delivered shipments.
- Promptly resolved Aramex Global Cases (GCS), ensuring all cases logged in the system were closed within the 1–2 day resolution standard.

Warehouse Associate: Aramex (K) Ltd — Aug 2014 – Jan 2015Key Responsibilities

- Conducted physical console recovery and system updates
- Worked with Border Control Officer to sort low-value shipments and ensured all customs-held shipments were properly logged with completed release order paperwork
- Received and verified customs-held shipments against release orders, ensured items matched invoices and were in good condition, conducted daily scans and organized shipments in the customs cage, and performed regular stock counts to maintain visibility, accuracy and minimize discrepancies.
- Organize goods in the warehouse to maximize space and ensure easy access, using shelves, pallets, and bins for proper storage. Ensure all items are accurately labeled with their respective waybill numbers and product descriptions. Retrieve shipments from storage based on customs release approvals, maintaining accuracy and efficiency throughout the process.
- Verify customs declarations by cross-referencing approved entries in the KRA system, track valuation reports from the V.O. and H.V.O. for accuracy and completeness, and follow up on customs' final Release Orders (R.O.) to ensure the timely release of shipments.

Dispatcher: Aramex (K) Ltd — Nov 2011 – Aug 2014Key Responsibilities

- Organize shipments by delivery zones and coordinate all delivery and collection activities to ensure timely, accurate distribution. Assign tasks to the ground operations team, including drivers and riders, for efficient execution.
- Assign collection requests received from the contact centre, customer account executives, or any AIC employee to the appropriate courier based on route and pickup volume, and relay them according to Aramex assignment standards.
- Monitor and manage handheld scanner operations, ensuring each courier is properly logged in and all pickup updates are accurately recorded and finalized.
- Oversee the organization and filing of all debriefing documentation, ensuring compliance with record retention procedures.

Ground Courier Team Leader: Aramex (K) Ltd — 2007 – 2011Key Responsibilities

- Ensure the safety and operational readiness of company vehicles—including vans, motorbikes, and other official assets—by diligently maintaining, verifying, and updating pre- and post-use checklists.
- Manage backup and rescue operations in the event of courier incidents or emergencies.
- Supervise all fleet fueling operations, ensuring accuracy, compliance with procedures, and proper fuel management. Monitor and manage vehicle and motorbike fuel consumption, uploading fuel data into the system to maintain efficiency and support overall fleet performance.
- Facilitate routine training for drivers and riders on Aramex products and operational zones, ensuring staff are knowledgeable, efficient, and compliant with company standards.

EDUCATION

1. **Diploma in Clearing, Forwarding & Shipping Management**
Trans-Eastern Airlines Aviation College — 2015-2016
2. **Kenya Certificate of Secondary Education (KCSE)**
Kobala Secondary School — 2001-2004

TRAINING & CERTIFICATIONS

- Customs Procedures for Postal and Courier Operators — *AFRALTI*
- Postal & Courier Policy, Regulations & Licensing Procedures — *AFRALTI*
- ICMS Custom System Training — *KESRA / KRA*
- Airport Security Awareness — *Kenya Airports Authority (KAA)*
- AITA AWB Preparation — *Aramex Corporate University*
- Warehouse Management — *Aramex Corporate University*
- Customer Service Essentials — *Aramex Corporate University*
- Effective Communication skills — *Aramex Corporate University*
- Handling Difficult Customers — *Aramex Corporate University*
- Operations Management and Leadership Training — *Aramex Corporate University*
- Process Improvement & Efficiency Training — *Aramex Corporate University*
- Quality Management and Compliance Training — *Aramex Corporate University*

Awards & Recognitions

- Employee of the Month — *April 2009, Oct 2011*
- Certificate of Dedication & Outstanding Performance — *Sep 2013*

REFEREES

1. **Kennedy Ahawo**
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