

BORNFACE OROKO
NYAKWAMA

P.O BOX 197-00300 NAIROBI
Email: nyakwamabonnie@gmail.com
TEL: +254713015621

PROFESSIONAL SUMMARY

Results-driven logistics and operations professional with over 4 years of progressive experience in dispatch management, concession operations, and customer service. Skilled in coordinating fleet movements, supervising teams, optimizing delivery schedules, and ensuring compliance with safety and quality standards. Recognized for strong leadership, problem-solving, and the ability to deliver efficient, customer-focused services in fast-paced environments across Kenya and the Gulf region.

PROFESSIONAL EXPERIENCE

DISPARTCH SUPERVISOR

DEVYANI FOOD INDUSTRIES LTD (DAIMA)

Nairobi, Kenya MAY 2023 – JULY 2025

1. **Team Supervision** – Managing dispatch clerks, drivers, and support staff, ensuring tasks are carried out correctly.
2. **Planning and Scheduling** – Organizing delivery routes, assigning vehicles/drivers, and ensuring timely dispatch of goods.
3. **Monitoring Operations** – Tracking deliveries, monitoring fleet movement, and ensuring schedules are adhered to.
4. **Documentation and Reporting** – Reviewing delivery records, waybills, and preparing daily/weekly reports on dispatch activities.
5. **Customer Service** – Handling client inquiries or complaints related to delivery, ensuring high satisfaction.
6. **Compliance and Safety** – Enforcing company policies, transport regulations, and safety standards for drivers and vehicles.
7. **Problem-Solving** – Addressing delays, route issues, or vehicle breakdowns to minimize disruptions.
8. **Training and Development** – Guiding and coaching staff to improve efficiency and service delivery.

CONCENSION LEADER

Qatar Star Services limited June 2022-Jan 2023

DOHA, Qatar

1. **Supervision of Staff** – Overseeing concession workers, assigning duties, and ensuring efficient teamwork.
2. **Customer Service** – Ensuring customers are served promptly, courteously, and professionally.
3. **Inventory and Stock Control** – Monitoring stock levels, requesting supplies, and preventing shortages or wastage.
4. **Cash Handling** – Overseeing sales transactions, ensuring accuracy in cash registers, and reconciling daily sales reports.
5. **Compliance and Hygiene** – Making sure food safety, health, and company regulations are followed at all times.
6. **Problem-Solving** – Handling customer complaints, staff challenges, or operational issues effectively.
7. **Reporting** – Preparing reports on sales, stock usage, and staff performance for management review.

DISPATCH CLERK

EDIBLE OIL PRODUCTS May 2021- May 2022

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1. **Scheduling and Coordinating Deliveries** – Organizing dispatch schedules, assigning drivers, and ensuring timely delivery or collection of goods.
2. **Documentation and Record Keeping** – Preparing and maintaining dispatch records, delivery notes, invoices, waybills, and other transport documents.
3. **Communication** – Acting as a link between drivers, warehouse staff, and customers to ensure instructions are clear and issues are addressed promptly.
4. **Monitoring Shipments** – Tracking deliveries in transit, updating customers on delivery status, and reporting any delays or challenges.
5. **Compliance and Safety** – Ensuring dispatch activities follow company policies, transport regulations, and safety standards.
6. **Problem-Solving** – Handling delivery issues such as damaged goods, incorrect orders, or route challenges.
7. **Customer Service** – Addressing customer inquiries regarding dispatch, delivery timelines, and order status.

EDUCATION

Bachelor of Science (BSC),

University of Kabianga Kericho Kenya

SKILLS

- Dispatch Planning & Fleet Coordination
- Staff Supervision & Team Leadership
- Route Optimization & Scheduling
- Customer Service & Client Relations
- Inventory & Stock Management
- Documentation & Report Preparation
- Cash Handling & Reconciliation
- Complaint Handling & Problem Resolution
- Safety, Hygiene & Compliance Enforcement
- Communication & Interpersonal Skills

REFERENCES

1. Mr Ronald Maisiba– Supervisor Edible Oil Products LTD P.O Box 102-00507 Nairobi (Kenya) 0701736388
2. Mr. Kevin Atika– Head of manager Edible Oil Products P.O Box 102-00507 Nairobi (Kenya) 0721723263
3. Madam Scholarsticah– General manager, Devyani Food Industries (K) Limited P.O Box 102-00507 Nairobi (Kenya) 0722451075
4. Mr. Bennard– overall supervisor, Devyani Food Industries (K) Limited P.O Box 102-00507 Nairobi (Kenya) 070223688