

# Bernard M. Mugo

Operations Manager | Clearing & Forwarding Expert | Port & Customs Logistics Specialist |  
Freelance Customs Clearance Consultant

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Location: Nairobi, Kenya.

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## Profile Summary

A highly skilled and experienced professional with over 20 years of hands-on expertise in Clearing and Forwarding, with a specialized focus on port operations, customs clearance, freight forwarding, and shipping logistics. A dynamic Operations Manager with extensive experience in managing port operations, customs compliance, and shipping line operations. Proficient in the facilitation of international trade, customs tariff nomenclature, and compliance with WTO agreements. A strategic thinker with strong leadership and organizational skills. Has successfully driven improvements in operational efficiency, ensuring seamless service delivery in both warehousing and transportation sectors. Additionally, worked as a freelance consultant, assisting clients with their documentation and customs clearance needs, offering expertise on navigating the complexities of international trade.

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## Education

### Kenya Revenue Authority Training Institute

*East African Customs Freight Forwarding Practicing Certificate – 2009*

### Bandari College, Mombasa

*Diploma in Clearing, Warehousing, and Practical Freight Forwarding – 2004*

### Mombasa Polytechnic, Department of Business Studies

*Certificate in Business Management – 2005*

*Diploma in Business Management – April 2006*

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## Key Skills

- Port Operations & Logistics
- Airfreight Operations
- Customs & International Trade Compliance

- Customs Tariff Nomenclature & WTO Agreements
- Freight Forwarding Operations
- Transport & Warehousing Management
- Shipping Line Operations
- Staff Leadership & Training
- Problem Solving & Conflict Resolution
- Freight Documentation & Declaration
- Strategic Operations Management
- Cost Optimization & Budget Management

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## Professional Experience

### **Freelance Customs Clearance Consultant**

*Self-Employed – Nairobi, Kenya*

*2021 – Present*

- Provide expert customs clearance and freight forwarding services to clients involved in international trade.
- Assist businesses with preparing and submitting import/export documentation, ensuring compliance with both local and international customs regulations.
- Offer consultancy services to businesses looking to navigate complex customs and regulatory environments, including the classification of goods, valuation, and adherence to the World Trade Organization (WTO) trade agreements.
- Advise clients on customs tariff nomenclature and provide tailored solutions to ensure a seamless process for importing and exporting goods.

### **Achievements**

- Successfully managed customs clearance for numerous clients, ensuring timely delivery of goods while minimizing costs and delays.
- Built long-term relationships with clients, providing tailored solutions to enhance their business operations and regulatory compliance.

### **Operations Manager**

**Steca Freight Forwarders** – Nairobi, Kenya

*2009 – 2021*

- Managed all aspects of port operations, including clearance and forwarding for both inbound and outbound shipments.
- Supervised the customs declaration process, ensuring adherence to local regulations and international standards.
- Managed all Airfreight Operations and declarations.

- Directed shipping line operations, maintaining relationships with key stakeholders to facilitate smooth clearance processes.
- Managed the warehousing operations, ensuring timely processing and handling of goods.
- Led a team of employees, offering guidance and training to improve operational efficiency and customer service delivery.
- Developed operational strategies that reduced lead times for customs clearance and improved service delivery standards.
- Oversaw budgeting and cost control for operations, ensuring the company's financial objectives were met.
- Coordinated logistics operations to ensure the timely delivery and transportation of goods.
- Ensured compliance with national and international trade regulations, especially in customs facilitation and enforcement.

### Achievements

- Streamlined customs clearance processes, reducing the average processing time by 35%.
- Successfully managed a high-volume operations portfolio, consistently exceeding key performance metrics.
- Implemented effective training programs for junior staff, improving team proficiency and reducing errors.

### Port Supervisor

#### **Umotrans Hauliers Ltd – Mombasa, Kenya**

*1st February 2004 – 28th August 2006*

- Oversaw daily port operations, managing loading and unloading activities, ensuring the safety and efficiency of cargo handling.
- Supervised the processing of export and import documentation, ensuring compliance with all legal and regulatory requirements.
- Liaised with customs officers and shipping agents to facilitate timely customs clearance and processing.
- Managed inventory and warehousing at the port, ensuring proper storage, handling, and dispatching of cargo.
- Trained and supervised junior staff, promoting safety and efficiency in cargo operations.
- Ensured that the port complied with international shipping standards and practices.
- Addressed and resolved any operational issues or delays promptly, minimizing disruptions in port operations.

### Achievements

- Played a key role in improving the efficiency of the cargo handling process, reducing operational delays by 15%.
- Successfully implemented improved safety protocols, reducing workplace accidents by 10%.

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## Certifications & Training

- **East African Customs Freight Forwarding Practicing Certificate** – Kenya Revenue Authority Training Institute (2009)
- **Diploma in Clearing, Warehousing, and Practical Freight Forwarding** – Bandari College Mombasa (2004)
- **Certificate in Business Management** – Mombasa Polytechnic (2005)
- **Diploma in Business Management** – Mombasa Polytechnic (2006)

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## References

Available upon request.