



AREAS OF EXPERTISE

Project Management
Operational Excellence
Process development
Smart transport modelling
Forward/Reverse logistics,
Customer Satisfaction
Problem Management
Client Participation
Technical Resource Management
Business Growth

PERSONAL SKILLS

Entrepreneurial spirit
Leadership
Policy & Strategy
Budgeting & reporting
Alliances & partnerships
Persuasive & articulate
planning and execution
Aptitude for technology
Relationship building

CERTIFICATIONS

Sales & Prospecting
Teller Operations
ICT Security
Global Privacy and Information Security
Interpersonal Communication
Customer Service and Customer Relations
AML and CFT
Professionalism, Business Etiquette
and personal Accountability
Personal Productivity Improvement
Time Management
Communication Skills
Customer Service Improvement
and Advocacy

PERSONAL SUMMARY

A well organized and resourceful Professional with mix of analytical abilities to make smart, data driven decisions, operational prowess to design and execute on projects; sound business judgment to bring it all together in a commercially effective way; An energetic, entrepreneurial leader with a “get it done” attitude with an aim to grow a world-class organization. A team player with good sales & customer service skills, strong numeracy skills and a positive attitude. Solid computer skills and a sound knowledge of business management principles.

CAREER HISTORY

Operations Manager- Rush logistics, finder Africa group- Feb 2019-Present

Key Responsibilities:

- Overall support and Management and control of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) as agreed with customers and identifying areas of improvement and implementing improvement programmes.
- Managing and maintaining good client & partner relations based on service delivery, continuous improvement, value add and effective reporting of operations.
- Implement contractual agreements to ensure effectiveness and efficiency of service delivery as per Service Level Agreement.
- Direct activities related to collecting, dispatching, routing, tracking and delivery of customer shipments; Plan, organize and manage the work of support staff to ensure that the work is accomplished in a manner consistent with organizational requirements.
- Managing improvement initiatives in collaboration with the operations team across the business division.

Other responsibilities

Meeting all relevant statutory and mandatory requirements associated with operations and for working within the framework of the company's core values, as well as promoting its ethos and mission statement. I was responsible for short/medium term planning and organization of all operations resources. Collaborate with other departments to integrate logistics with business systems and processes, such as customer sales, order management, accounting and shipping. Maintaining metrics, reports, process documentation, customer service logs, or training or safety records. Coordinating inbound or and/or outbound logistics operations, such as transportation, warehouse activities, safety performance and logistics quality management. Coordinating comprehensive logistical or reverse logistical functions for product life cycles, including acquisition, distribution, internal allocation, delivery, recycling, reuse, or final disposal of resources.

Retail banker- National Bank of Kenya -Nov 2015-Nov 2018

Responsibilities:

Developing and implementing strategies and operational logistics for the bank's huge success; Building good relationships with customers and other financial institutions through cooperation; Selling and promoting attractive bank products and services to customers; Ensure that bank records and statements are properly handled and maintained; Creating and developing various databases relating to banking operations; Assisting in preparation of annual operational and expenditure budgets for the branch; Ensuring daily reconciliation of banking records to match cash transactions of the day; Organizing, coordinating and Implementing strategies to deliver effective financial services and outstanding customer relations to customers , as well as imbibing the banks service culture in all team members through personal coaching. Carrying out assessment of the activities and performances of the banking process by evaluating transaction reports and accounts balance for accuracy and clarity as well as supporting management in ensuring that the laid down goals and objectives of the company are achieved and maintained and giving useful suggestions to the management on how to improve on the services This involved decision making in a pressured, commercial driven environment; Planning and executing marketing campaigns for bank products and successfully leading key projects to maintain high quality services and increase sales.

Personal Information

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Customer Support Officer, NFC Africa Kenya Ltd- May-2013- Nov 2015

Key responsibilities

Addressed website inquiries on daily basis; developed highly empathetic client relation and earned reputation for exceeding sales goals. Achieved high sales percentage consultative, value-focused customer service; Cross-trained and provided back-up for customer service representatives when needed. Generated sales and inventory repo Excel with data from a variety of sources, maintaining a 100% accuracy rate; Designed suggested new display ideas to improve accessibility to merchandise, which increased by 6%; Resolved product issues and shared benefits of new technology; Managed q communication, customer support and product representation for each client; Attended local, regional and national trade shows for product development training as define territory needs; Worked under strict deadlines and responded to service requests emergency call-outs; Promptly responded to general inquiries from members, staff clients via mail, e-mail; Guaranteed positive customer experiences and resolved all customer complaints; Developed new customer prospects or referrals; Executed outbound ca existing customer base resulting in increase in sales. Recommended, selected and help new software developments based on customer needs and desires; regularly so opportunities to up sell and add on additional products.

Research Assistant, Bainfast Consulting, NAIROBI--Jan 2013-May 2013

Responsibilities

Collected, processed, analyzed and presented data using Excel, PhotoScape and X-Sav software

Research assistant, Nielsen Co. Ltd-June-2013-Dec 2013

Investigated market activity of specific products; analyzed published qualitative data of specific products; Evaluated past performance of a product sales and assessing future trends; Conducted surveys and co-coordinated research project

Research Assistant- Steadfast Research Center, NAIROBI-Oct 2012-Jan 2013

Responsibilities

Assignment writing, Proofreading and editing web content, Academic writing

Research Assistant, University Of Nairobi March-'09 -Jul 2013

Responsibilities

Performed a series of research activities with lecturers.; Monitored the environmental a social impacts of development activities; Developed conservation plans; Investigated a reported on breaches of environmental guidelines; Monitored the effects of pollution land degradation, and recommend ways of prevention and control; Conducted environmental audits.

High school Substitute teacher, Lumakanda Boys high-2009-2012

Responsibilities

Designed and implemented class curriculum; Prepared lesson plans; Monitored Student's academic progress; Performed substitute duties in the absence of the lead teacher and Extended help to students as and when required

ACADEMIC QUALIFICATIONS

University of Nairobi, Nairobi, Kenya 2008-2012

B.A. Hons. Environmental Studies

Graduated in 2012 with 3.2/4 GPA

East African Institute of Advanced Technology (EAIAT). *Certificate in Computer applications. Microsoft Windows 7 / XP / Vista, Microsoft Office (Word, Excel, PowerPoint, Access, and Outlook Express). Other essential computer software mastered: ArcGIS, X-Saver, PhotoScape and SPSS*