

# Curriculum Vitae

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## **PROFESSIONAL PROFILE:**

I have over 20 years' experience in the courier and logistics industry. An educated, informed and competent Logistics Manager who has a long track record of delivering the right products, in the right quantities, to the right location and at the right time. I am organized, process driven and have the ability to develop efficient logistics procedures. In my long career I have had extensive exposure to first tier logistics and supply chain management. I am proactive and able to keep numerous duties without losing focus on the customer's requirements. As a proven leader I am able to quickly establish clear expectations from junior staff and I do this by demonstrating high standards of work practices and having a safety conscious attitude. I always encourage colleagues to work cross functionally and not stop at the boundaries of their job description. Right now I want to be part of a successful operation and to work for a company where there will be significant career development opportunities.

## **Career statement:**

"I feel that my greatest strengths are firstly my desire to engage positively in all aspects of distribution planning. Secondly, my ability to deliver operational solutions to complex logistical problems. Thirdly my strong commitment to maintaining quality, contributing to improvements and supplying outstanding service to every customer."

## **Key competencies and skills:**

### **Logistics management:**

- Achieving efficiencies and driving costs down.
- Managing & supporting new business implementations and project roll-outs.
- Knowledge of national and international import/export legislation.
- Identifying safety compliance issues.
- Comprehensive knowledge of logistical procedures and processes.
- Identifying and quickly resolving any stock discrepancies that may occur.

### **Professional:**

- Turning every challenge into an advantage.
- Analyzing business data and drawing logical conclusions.
- Keeping abreast of developments in Logistics & Supply Chain methods.
- Setting achievable objectives and managing all projects.
- Ensuring that all levels of service are at a very high standard.

### **Personal:**

- Capable of resolving differences without conflict.
- A willingness to gain professional or technical qualifications.
- Can communicate effectively with colleagues and people in the supply chain.
- Willing to take responsibility for the day to day management & administration of the Logistics department.
- Constantly striving for continuous improvement.

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## **PROFESSIONAL EXPERIENCE:**

### **VETIFLY KENYA**

#### **Country Manager: Nov 2021 to Date**

I ensure smooth and safe end-to-end operations of Vetifly in Kenya in coordination with the Regional Team & Function Heads.

I am building, leading and nurturing a high-performing growth team for Vetifly in Kenya and drive achievements of revenue targets

I foster good relationships with potential vendors, clients, partners and government agencies, and ensure compliance with regulatory bodies and the country's laws.

I proactively identify business and growth opportunities for Vetifly in Kenya, document and communicate them, and work with the relevant teams to actualize the opportunities quickly after they have been approved for execution.

I develop annual budgets, profit targets, sales and growth plans for the company in alignment with the strategic objectives of the company and implement strategies to achieve those plans.

I prepare monthly, quarterly, and annual reports on progress and development

I deliver on the financial and other business objectives of the Company, which is communicated by the Company from time to time.

I adhere to policies and procedures of the company while making sure everyone else on the team does the same

### **LORI SYSTEMS**

#### **Head of Operations: Oct 2020 to Oct 2021**

I play a crucial role in standardizing and driving efficiency across all of Lori's operational processes, at scale. I am responsible for developing, implementing, documenting and proactively managing the processes and structures that build and support Lori in delivering seamless operations for our cargo clients and transportation partners.

I ensure all the trucks at all the locations are being monitored for any down time at any point; Loading, On journey and Offloading.

I ensure any delay caused by a breakdown of a truck, Axle overweight, customs at the border etc. is addressed within a very short time and resolved.

I coordinate with all the other departments involved to ensure efficiency in the chain.

Design and implement operational processes across regions and cross-pollinate learnings

Ensure end-to-end operational excellence with cargo clients, transporters and drivers

Co-manage the in-country Managers of operations across the region

Support the operational enhancement of Lori's finance function

Collaborate with the product team to optimize Lori's operations through technology

Set, enforce and report on regional operating targets and process adherence

Work with the Executive to ensure alignment between in-country operations and group strategy

Implement and capture learnings through well-defined and documented incident resolution

### **DAVES LOGISTICS**

#### **Consultant: April 2018- Sep 2020**

As a logistics consultant, I have broad supply chain expertise and industry knowledge, I am responsible for coordinating and directing distribution, transportation and warehouse activities for a

company, manufacturer, or its clients. My primary responsibility as a consultant is to analyze and solve supply-chain operation problems for the organization that I work for or its clients. I work with manufacturing organizations, transportation companies and logistics companies. I am responsible for evaluating the supply chain operations of an organization; scrutinizing every stage of the logistics process, including conducting risk assessment, business process analysis, and output data analysis. I'm also responsible for supervising, coaching and training warehouse workforce via meetings/workshops to share company specific strategies for streamlining operations. My work description also involves providing hands-on support to implement changes in supply chain procedures. I may also be involved in performing direct management tasks, such as directing, optimizing and coordinating full order cycle; coordinating shipments, handling products with regulated guidelines and keeping track of quality, quantity, and stock levels; delivery times, transport costs, and efficiency, planning routes and processing shipments in line with standards. I am responsible for computing shipping, import and export rates, creating a long term plan to manage logistics, warehouse, and transportation and resolving customer problems that may arise, solving process problems, and establishing a help channel for logistics problem escalations.

**Assess Supply Chain Performance:** evaluating the company's supply chain operations. This entails examining every stage of the logistics process by assessing risk, conducting business process analysis and analyzing data such as daily output. From here, I can pinpoint issues and opportunities for improvement.

**Recommend Solutions:** develop cost-effective solutions to make procedures more efficient, from storage to quality control. I typically present these as readily implementable plans to managers or stakeholders.

**Coach Employees:** often hold training workshops with employees to share company-specific strategies for streamlining operations. Alternatively, the setup can be more collaborative, with logistics consultants guiding employees to reflect on the current situation and brainstorm for action steps.

**Assist with Implementation:** give hands-on support and help implement changes in supply chain procedures. May perform direct management tasks such as coordinating shipments, handling products with regulated guidelines, or ensuring that deliveries are in line with standards.

**Improve Customer Relationships:** increase customer satisfaction by optimizing coordination between customer service and operations.

**Managing Budgets:** keep a careful eye on costs, finding affordable ways to transport goods or cutting back on staff.

**Overseeing Staff:** I am responsible for recruiting and hiring new staffs watch their activities making sure operations flow smoothly, instructs accordingly and motivate them to perform.

**Scouting for Inefficiencies:** I am always on the lookout for ways to improve the transportation process e.g. redesigning how a warehouse is arranged making it easier for loads to be placed into trucks cutting down on the time needed to fill a vehicle.

**Maintaining Relationships:** I work closely with customers, vendors and staff to ensure their satisfaction.

**Monitoring Inventory:** I evaluate numbers to strike a delicate balance between company making money and stocking goods in the ware house.

## **FedEx-Pan Africa Express Transport Ltd**

### **Country Manager: January 2012–March 2018**

**Develop Operational Plans:** ensure that all aspects of a business operate smoothly from communications to warehousing. Ensure that the business in the country affiliate adheres to all country regulations and cultural guidelines. Develop plans for company growth and improvement of sales.

**Implement Brand Strategies:** responsible for building the company's brand in Kenya and East Africa region. Involved in product positioning and global brand marketing development, devise advertising and promotional plans.

**Generate Progress Reports:** continually assess company progress, sales and marketing successes and compile reports to submit to the managing director. Present reports regarding budgets, sales growth or declines, new business leads and regulatory compliance.

**Recruit and Train Staff:** oversee the hiring and training of staff in Kenya and East Africa region. Be involved in staff selection, training development, scheduling and ongoing professional development of employees.

#### **Head of Sales: July 2013–June 2014**

- Responsible for designing, developing and implementing a global fulfillment and logistics strategy while driving continuous improvement through cost effective systems and processes in alignment with corporate goals and objectives to achieve a competitive advantage for the business.
- Evaluate and execute new strategies in areas related to global transportation, distribution and warehousing.
- Lead the optimization of international network, while reducing costs and improving on time delivery, quality and processes to our customers.
- Oversee and manage all logistics activities and related systems information in a 3PL environment, including, but not limited to warehouse management, inventory control, order fulfillment and budget planning and implementation.
- Partner with key stakeholders including business operations, customer care, and sales teams to drive continuous improvement ensuring on time, compliant and complete deliveries to our customers.

#### **Operations Manager: September 2009- December 2011**

- Select carriers and negotiate contracts and rates.
- Plan and monitor inbound and outgoing deliveries.
- Supervise logistics, warehouse, transportation and customer service.
- Organize warehouse, label goods, plot routes and process shipments.
- Research ideal shipping techniques, routing and carries.
- Respond to any issues or complaints.
- Work with other departments to incorporate logistics with company procedure and operations.
- Evaluate budgets and expenditures.
- Update and evaluate metrics to assess performance and implement enhancements.
- Ensure all operations adhere to laws, guideline and ISO requirements.

#### **Sales Executive Airfreight: September 2007- August 2009**

- Development of new business and the retention of existing business within my territory.
- Analyzes customers current supply chain needs to create appropriate solutions and promptly respond to customers' requests.
- Conduct face-to-face customer sales calls and travel to customer sites to hold meetings and gather information.
- Analyze customer billing technology and propose technology solutions.
- Build relationships with key stakeholders and generate revenue opportunities across all product and service lines.

- Prepare pre-sale action plans and customized presentations and perform pre-call research and analysis.
- Ensures smooth implementation and account setup, training customers on UPS technology solutions, billing analysis tools and packaging techniques.
- Responds to internal and external customer concerns or problems, determines corrective actions, and/or assigns response personnel.

## **DHL**

### **Import Service Coordinator: November 2004-November 2006**

- Manage and coordinate movement of imported ocean containers to customers or warehouses.
- Generate downloads for all shipments to Kenya, provide early identification of problem shipments and communicate/resolve with stakeholders and coordinate/implement solutions.
- Work closely with transportation providers ensuring efficient and effective execution of defined processes. This includes confirming shipment ETA's, reviewing routing, confirming shipping line, government agencies and port releases, requesting/confirming wire payments, scheduling delivery appointments, dispatching orders and confirming empty container returns.
- Perform invoicing, allocate freight costs, liaison with account managers, accounting and transportation providers as needed to resolve discrepancies.
- Assist in negotiating freight rates with transportation providers, targeting cost reduction, freight savings and service.

## **FedEx- East African Courier Ltd**

### **Operations Supervisor: May 2000-October 2004**

- Build relationships with vendors: communicate with trucking companies, warehouse supervisors, customs brokers, sales forces and customers to ensure that all parties are working together to guarantee that shipments are packed, sent and delivered in a timely manner. This includes contacting various transportation companies to get shipping quotes and deciding on the best carriers based on cost, availability and reliability.
- Schedule shipments and deliveries: oversee the transportation of products from one location to another.
- Maintain warehouse inventory: study client or customer needs and manage inventory based on these needs.

## **Mechanised Cargo Systems**

### **Airport Clerk: October 1997-April 2000**

- Liaise with supply chain administrator and import/export department in regard to cargo received at dispatch.
- Check and verify goods received comply with quality requirements.
- Physically load packages, prepare waybills, deliver cargo to the airport handling agents and ensure all documents are signed.
- Handling of all airport dispatch operations for commercial flights, handling of goods in dispatch warehouse and offload at JKIA ensuring proper labeling and markings.
- Ensure proper filling of all documents related to cargo; participate in all inventory counts and reconciliation under dispatch warehouse.

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## **RELEVANT TRAININGS:**

**FedEx Dubai:** Operation Management

**FedEx Kenya:** Foreign Corrupt Practices Act

**Kenya Revenue Authority (KRA):** Orbus Training

**Kenya Revenue Authority (KRA):** Tradex (Simba System)

**Kenya School of Professional Studies (KSPS):** Effective Customer Service

**Kenya Medical Research Institute (KEMRI):** Safe Transportation of Radioactive Materials-  
Carriage of Infectious Substances

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## **EDUCATION**

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**Diploma in Clearing, Forwarding and Shipping,** Kenya Institute of Clearing and Forwarding

**REFEREE:** Available on request