**Linet Wanjiku**

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**Professional Summary**

A highly skilled and dedicated professional with over 7 years of experience in customer service, logistics, supply chain management, and operations coordination. Demonstrated expertise in managing vendor relationships, order processing, inventory control, and improving operational efficiency. Proven ability to excel in fast-paced environments, enhance team collaboration, and consistently deliver excellent results. Seeking to leverage experience in a dynamic and challenging role to contribute to organizational growth and operational excellence.

**Professional Experience**

**Order Processing Coordinator**

*Offshore Global Logistics* — June 2023 – Present

* Oversee and manage the order processing cycle, ensuring all orders are accurately processed and delivered on time.
* Coordinate with vendors and clients to confirm product availability, resolve issues, and track shipment progress.
* Maintain accurate records of all orders, shipments, and inventory data.
* Provide timely reports on order status, identifying potential delays and resolving issues proactively.
* Implement continuous improvement initiatives to streamline order processing workflows.

**Key Achievements:**

* Reduced order processing time by 15% through process optimization.
* Implemented new tracking systems, reducing order discrepancies by 10%.
* Increased customer satisfaction scores by 20% through improved order tracking and timely updates.

**Vendor Operations Associate**

*Sendy Limited* — May 2022 – June 2023

* Managed vendor performance, including onboarding new vendors and ensuring compliance with contractual terms.
* Coordinated logistics and communication between vendors, suppliers, and clients.
* Ensured that vendors met operational KPIs such as order fulfillment times and quality standards.
* Assisted in the resolution of vendor-related issues to improve service delivery and operational efficiency.
* Monitored inventory and supply levels, ensuring vendors maintained appropriate stock levels to meet demand.

**Key Achievements:**

* Successfully onboarded over 30 new vendors, expanding the company's vendor network by 40%.
* Streamlined vendor communication processes, reducing response times by 25%.
* Played a key role in a vendor relationship improvement initiative that resulted in a 15% increase in vendor satisfaction.

**Receiving Clerk**

*Sendy Limited* — October 2021 – May 2022

* Managed the receiving of goods and ensured accurate documentation of all incoming shipments.
* Verified that shipments matched purchase orders and ensured that all goods met quality standards.
* Managed inventory and ensured proper storage and stock rotation in the warehouse.
* Worked closely with suppliers and internal teams to resolve discrepancies or issues related to received goods.

**Key Achievements:**

* Improved receiving accuracy by 30% through diligent documentation and quality checks.
* Reduced stock discrepancies by 20% through more effective inventory management.

**Shopper**

*Sendy Limited* — May 2020 – June 2021

* Acted as a liaison between customers and the company, picking and delivering orders as requested.
* Ensured all deliveries were timely and met the customer’s specifications.
* Managed customer inquiries and provided excellent customer service throughout the delivery process.
* Conducted quality checks on products to ensure they met company standards before delivery.

**Key Achievements:**

* Achieved a 98% on-time delivery rate, surpassing the company’s target by 10%.
* Enhanced customer satisfaction by consistently maintaining high service standards.
* Increased client retention by 15% through exceptional customer service.

**Customer Care Agent**

*Horizon Contact Center* — Customer Care Representative (Telkom Mass Market and Mobile Financial Services)

April 2017 – November 2018

* Provided exceptional customer service, resolving inquiries and complaints via phone, email, and live chat.
* Assisted customers with product information, troubleshooting, and after-sales support.
* Maintained customer records, tracked requests, and ensured issues were addressed in a timely manner.
* Worked closely with other departments to ensure customer needs were met.

**Key Achievements:**

* Helped achieve a customer satisfaction rating of 95% by consistently exceeding service expectations.
* Reduced customer complaints by 20% by providing effective resolutions and follow-up.
* Successfully handled over 200 customer interactions daily.
* Improved customer experience by providing timely and effective support.
* Successfully conducted over 500 CSAT surveys, contributing to service improvements.

**Education**

**Diploma in Food and Nutrition**

*University of Eastern Africa, Baraton* — [2014]

**Skills**

* Order Processing & Coordination
* Vendor Management & Negotiations
* Supply Chain Management
* Inventory Control & Stock Management
* Customer Service & Relationship Management
* Problem Solving & Conflict Resolution
* Process Improvement & Optimization
* Data Entry & Reporting
* Excellent Communication Skills (Written & Verbal)
* MS Office Suite (Excel, Word, PowerPoint)
* ERP Systems (e.g., SAP, Oracle)

**Referees**

**Alvin Nyakinya**

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