

**PATRICK VIDZO BAHATI**  
**CUSTOMER SERVICE & SUPPLY CHAIN PROFESSIONAL**  
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KUWAIT

#### PROFESSIONAL PROFILE

A dynamic and highly qualified supply chain and procurement professional with extensive experience in inventory control, vendor negotiations, and customer service. Proficient in SAP and ERP systems, I excel in optimizing procurement processes, ensuring compliance with quality standards, and fostering strong supplier relationships. Proven track record of reducing processing times, enhancing efficiency, and resolving challenges while delivering cost-effective solutions across retail, hospitality, and healthcare sectors. With excellent communication, interpersonal skills, and a high level of integrity, I thrive in fast-paced environments, working independently to develop and implement effective operational strategies. My ability to drive results and add value makes me a valuable asset to any team or organization.

#### KEY SKILLS AND COMPETENCIES

Procurement & Supply Chain Management	Inventory Control & Forecasting
Customer Service & Relationship Management	Microsoft Office
Team Management & Leadership	SAP & ERP Systems Proficiency
Vendor Negotiation & Relationship Management	Basic Accounts & Financial Reporting

#### PROFESSIONAL WORK EXPERIENCE

**Customer Service cashier** 2022 - Jan 2025

*Majid Al Futtaim / Carrefour, Kuwait*

**Key Responsibilities:**

- Use excellent communication skills to professionally & courteously interact with customers
- Answer customer queries and problems in order to provide the best resolution
- Work in a fast-paced, structured & goal- oriented environment
- Keep current with company policies, procedures and ongoing store promotions
- Assist customers to navigate through self-serve applications

**Inventory Controller** 2015 – 2019

*I.H.G crowne plaza hotel, Kuwait*

**Key Responsibilities:**

- Planning, organizing, controlling and evaluating the administrative and customer support operations of the inventory cycle
- Developing and managing inventory of equipment's, projects and supplies
- Monitoring and maintaining inventory levels of stock
- Directing the process of records management, filing, procurement of office supplies and maintaining financial data.
- Processing of documentation in relation to maintaining smooth flow of inventory goods to meet operational requirements

## **PURCHASING ASSISTANT**

**Type & Print Limited, Kenya**

**2010 – 2015**

### **Key Responsibilities:**

- Receiving, reviewing, sorting and distributing all incoming purchasing cycle correspondences
- Participating in weekly staff meetings, writing minutes, reports and other official documents
- Coordinating acquisition of administration services such as office equipment and supplies
- Managing and maintaining purchasing reports and updating the SAP operating system
- Coordinated purchase requisitions and supplier negotiations
- Maintain and develop strong relationships with suppliers
- Monitor procurement costs, schedules and variances

## **Computer Operator (Purchasing Dept)**

**2007 – 2009**

**Electoral Commission of Kenya**

### **Key Responsibilities:**

- Receiving and responding to customer inquiries, complaints, resolves complaints / problems
- Routine cold-calling and follow-up calling to take and receive orders.
- Preparing and recording of LPO's and Invoices in the ERP management system.
- Following up and monitoring of orders to ensure they are timely delivered.
- Preparing of Delivery Notes, GRN's and Monthly reports .

## **Accounts intern**

**2006 – 2007**

**Metropolitan Hospital, Kenya**

### **Key Responsibilities:**

- Reconciled creditors' accounts and managed accounts documents
- Assisted in payment follow-ups and updating accounts systems
- Contributed to audit file preparations and monthly closing reports

## **EDUCATION**

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- **Graduate Diploma in Purchasing and Supply, CIPS – U.K**
- **Advanced Certificate in Purchasing and Supply, CIPS – U.K**
- **Certificate in Purchasing and Supply, CIPS – U.K**
- **Certificate in Microsoft Office Packages**
- **Certificate of Secondary Education – Kenya**
- **Certificate of Primary Education – Kenya**

## **Additional Training**

- Certificate in microsoft office, Unity college of professional studies

## **ACHIEVEMENTS**

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- Satisfied customer needs by responding to over 80% of customer calls and resolving their queries within 24 hours
- Introduced a system to reduce the product processing time from 3 working days to 1.5 working days
- Offered Quality Customer service and was awarded best employee after the annual employee appraisal
- Increased account receivables by 50% by assisting accounts department in account collection through phone calls and emails

## **REFEREES**

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**Upon Request**