

Samuel Kamau

Operations Director



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Johannesburg Area,
South Africa.

Profile



I am an experienced Operations and E-commerce professional who brings in over 5 years' experience in this industry. My tenacious and proactive approach to work, excellent networking and interpersonal skills have provided my team with vital client leads and my ability to develop long-term client relationships resulting in a seventy percent increase in business renewals at my current organisation.

I am independent-minded who can work under minimum supervision with an ability to work in a multicultural environment and establish harmonious and effective working relationships within an organization.

Work Experience

2019 - Current
Swyft
South Africa

Director of Operations

Responsibilities:

Responsible for a team of 4 fleet operators, 7 agents and a network of 1,000 riders, managing their daily schedules, day to day operations and payroll.

Coordinate ground operations and roll out of restaurants/courier partners in Gauteng.

Daily, Weekly and monthly reporting on driver operations. Invoicing for corporate staff.

Building and managing delivery metrics as per agreement with specific clients. Responsible for optimization of delivery times.

Responsible for asset utilization to ensure maximum profitability.

Data analysis to ensure KPIs are met as per clients' SLA

Lead technical contact for all API integrations and bug fixing for released updates.

Achievements

Launch of KFC delivery in South Africa, activated 73 restaurants across Gauteng for the online ordering servicing achieving a growth of 23% on a weekly basis for the new KFC owned ordering channel.

2017 - 2018
Yum Deliveries
Kenya Ltd

B2B Operations Manager

Responsibilities:

Direct expansion activities for Yum's white-label customers, manage the launch into new delivery markets and offer insight into best delivery practices.

Create Manage order taking, delivery, and customer service processes and systems.

Establish and maintain communication systems between Yum Staff, clients, and end customers.

Build and manage dispatch center to ensure efficiencies and communication between Yum and its delivery fleet; Ensure Yum Staff has proper access to the necessary tools to perform their assigned.

Establish and maintain metrics and benchmarks for delivery, safety, and customer service.

Establish and communicate regular operational reporting for Yum's call center and dispatch team.

Create a link between the logistics team and white label customers to ensure maximum efficiency, reporting, and analysis of delivery operations.

Ensure company policies are communicated, applied and enforced (i.e. operational, safety, regulatory and administrative)

Achievements

Spearheaded the launch of Yum deliveries in the South African market. Responsible for recruiting local talent and riders for the company.

Work Experience

2016 - 2017

**Yum Deliveries
Kenya Ltd**

Call Center Director

Responsibilities:

Manage order taking, delivery, and customer service processes and systems.

Establish and maintain communication systems between Yum Staff, clients, and end customers.

Build and manage dispatch centre to ensure efficiencies and communication between Yum and its delivery fleet; Ensure Yum Staff has proper access to the necessary tools to perform their assigned.

Establish and maintain metrics and benchmarks for delivery, safety, and customer service.

Establish and communicate regular operational reporting for Yum's call centre and dispatch team.

Create a link between the logistics team and white label customers to ensure maximum efficiency, reporting and analysis of delivery operations.

Direct expansion activities for Yum's white label customers, manage the launch into new delivery markets and offer insight into best delivery practices.

Communicates with parties in a contract so that all understand the terms, particularly assesses risks and makes recommendations based on a thorough analysis of all factors involved in a business situation.

Ensure company policies are communicated, applied and enforced (i.e. operational, safety, regulatory and administrative); Examines company rules to make sure they stay relevant and makes recommendations for necessary changes.

Participate in the Management training, development of supervisors as well as, hiring & retention of hourly and supervisory staff

2015 - 2016

**Yum Deliveries
Kenya Ltd**

Call Center Manager

Responsibilities:

Prepared call center performance reports by collecting, analyzing, and summarizing data and trends.

Maintained equipment by evaluating and installing equipment; developing preventive maintenance programs; calling for repairs; evaluating and implementing upgrades.

Ensure Yum Staff has proper access to the necessary tools to perform their assigned duties.

Participate in the Management training, development of supervisors as well as, hiring & retention of hourly and supervisory staff ensuring continuity of operations.

2014 - 2015

**Yum Deliveries
Kenya Ltd**

Call Center Associate

Responsibilities:

Responsible for receiving and dispatching orders.

2010 - 2011

Apex Marketing

Sales Agent

Responsibilities:

Door to door marketing of electrical and mobile phone parts.

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Work Education

2011 - 2015

Kenyatta University







Bachelor's Degree, Music

Upper Class Honors







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Skills

Personal

Communication 
Leadership 
management 
Organization 
Negotiation 
Planning 

Professional

Communication 
Leadership 
management 
Organization 
Negotiation 
Planning 

Software

MS Office
SLACK
Xero
Quickbooks
Anaconda
Android Studio
Adobe Photoshop
Pipedrive CRM
Tableau
Asana



Interests



Bicycle



Travelling



Listen Music



Video Edit



Photography

References

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