

JOSHUA WAMANI

LOGISTICS, TRANSPORT, OPERATIONS, PROJECT MANAGEMENT

CONTACT

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 Kampala, Uganda

 [Joshua Wamani | LinkedIn](#)

EDUCATION

Post Graduate Diploma in Monitoring and Evaluation
UGANDA MANAGEMENT INSTITUTE
Kampala, Uganda, 2017

Bachelor of Arts in Public Administration and Management
UGANDA CHRISTIAN UNIVERSITY
Mukono, Uganda, 2011

SKILLS & COMPETENCIES

- Supply Chain Management
- Communication Skills (oral & written)
- Data Analytics
- Creative Problem Solving
- MS. Office
- Customer Service
- Project Planning & Management
- Leadership and Management
- Collaboration and Teamwork
- Financial Management
- Risk Management

PROFILE

A diligent and amicable individual with a BA in Public Administration and Management and a PGD in Monitoring and Evaluation and 9+ years of practical experience in operations, logistics, transport and leadership. Track record of delivering high ROI for businesses that are upwards of US \$8000 per month in new client acquisitions.

PROFESSIONAL EXPERIENCE

ONBOARDING EXECUTIVE

May 2022

MOOVE AFRICA – Kampala, Uganda

– Present

Created and executed onboarding plans for drivers including developing training materials, coordinating resources and activities, and providing support to ensure a smooth transition into the company.

- Collaborating with a team of 7 others to plan and execute company launch to introduce the business to the market.
- Provide exceptional in-person support to drivers including proactively resolving issues and increasing brand awareness and pride, resulting in 100% satisfaction, successful onboarding, better adherence to company policies and procedures, improved productivity and reduced turnover.
- Register new drivers, review driver information periodically and transfer onboarded drivers to the Fleet account to ensure accuracy and compliance with company standards and produce and maintain an up-to-date and compliant driver database and better fleet management,
- Act as the first point of contact to customers and provide excellent customer service leading to increased lead generation, conversion, and retention.
- Formed a strategic asset financing partnership with Uber to provide funding to drivers looking to acquire vehicles for commercial use.

OPERATIONS COORDINATOR

Sept 2020

THE DELIVERY GUYS LTD

– May 2022

Provided operational support including developing and executing operational strategies, coordinating activities, and managing projects efficiently and effectively in compliance with company policies and procedures as well as regulatory and statutory requirements.

- Planned and managed an annual operations budget of over US \$80,000 monitoring spend against budgeted amounts to ensure that financial goals were met.
- Analyzed and maintained business reports and daily/weekly metrics to track fuel use and support strategic decision-making.
- Initiated lead generation and contract negotiation with Mildmay Uganda, resulting in the delivery of essential therapeutic services to disabled patients and patients in hard-to-reach areas, improving the company's reputation and generating additional of over US \$14,500 per month in revenue.

- Stakeholder Engagement & Management
- People Skills
- Vendor Relationship Management

REFERENCES

Mr. Benjamin Sempira

Director

The Delivery Guys Ltd

+256 774 007 272

sempiraclive@gmail.com

Mr. Enock Butalo

Supervisor

Camusat Uganda

+256 775 741 348

enock.butalo@gmail.com

Mr. Matthew Owomukama

Supply Chain Officer

Mildmay Uganda

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- Managed procurement of business requirements, including leading the warehouse project and implemented cost-saving measures, leading to a reduction in procurement costs while maintaining quality standards.
- Led the recruitment, training, onboarding, and performance evaluation of the entire fleet of 300 riders and delivery personnel.
- Conducted regular benchmarking of current operations procedures against industry leaders and implemented improvements accordingly.
- Identified new channels to improve internal processes and implemented process improvement projects on behalf of the company.
- Managed communication and complaints for Third Party Logistics (3PL) distribution networks.

OPERATIONS MANGER

DROP CITY LOGISTICS – Kampala, Uganda

Apr 2018

– Sept 2020

- Built and leveraged an internal network of resources to achieve results for over 20 clients by overseeing development of tailored and complex requests leading to improved client satisfaction.
- Strengthened B2B relationships and maintained strong client relationships through exceptional customer service and interpersonal skills resulting in increased loyalty and referrals that yielded 10 new client acquisitions and over US \$8000 in additional revenue per month.
- Liaised with clients, verified order details, and tracked deliveries, culminating in a 90% accuracy rate in order processing.
- Improved efficiency of driver routes by constantly tracking drive fleet.

STOCKS OFFICER/ADMINISTRATOR

CAMUSAT UGANDA LTD – Hoima & Masindi, Uganda

Feb 2017

– Mar 2018

- Supervised 15 staff and managed over US \$500 of petty cash per month.
- Ensured proper warehousing.

RESEARCH ASSISTANT

INFECTIOUS DISEASE RESEARCH COLLABORATION

– Kampala, Uganda

Nov 2014

– Oct 2016

- Created questionnaires, collected data and provided transcription services.

DATA INTEGRITY OFFICER

NATIONAL SOCIAL SECURITY FUND

– Kampala, Uganda

Jun 2012

– Oct 2014

- Input, cleaned and ensured data integrity in the system.