

# ANTONY WAITE KIMARU

Corporate Operations, Client Services Professional & Management

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🌐 <https://www.linkedin.com/in/antony-waite-kimaru/> 📍 Dubai

## EXPERIENCE

### Shift Manager - Operations

01/2020 - 04/2024

#### Alshaya Group

Dubai, UAE

- Enhanced the efficiency of inbound shipments by strategically scheduling to prevent demurrage costs.
- Aligned schedules with demand forecasts to ensure timely product delivery.
- Developed strategies for improving productivity and cost-effectiveness.
- Applied Lean methodologies to improve workflow efficiency.
- Monitored KPIs, recognized top performers, and addressed underperformance.
- Oversaw stock levels, ensured accurate records' maintenance, minimized discrepancies, and coordinated inventory control and stocktaking activities.
- Identified discrepancies, leading to process changes preventing future losses.
- Managed operations, compliance, and workflow optimization for warehousing, resulting in throughput exceeding forecasts and budget expectations.
- Logged and resolved shipment discrepancies via Alshaya portal.
- Assess candidates' qualifications and potential through both external & internal interviews & assessments.
- Reviewed and verified monthly invoices for accuracy before approval to ensure adherence to budget constraints.
- Led performance reviews and optimized cross-functional collaboration to meet organizational goals and compliance standards.

### Helpdesk Supervisor & Supply Chain Analyst

06/2016 - 12/2019

#### Alshaya Group

Dubai, UAE

- Optimized workflows by analyzing processes to recommend improvements, boosting efficiency across operations.
- Led root cause analysis to implement long-term solutions for recurring issues. Streamlined operations by establishing data-driven reporting processes and improving cross-team coordination.
- Developed standardized data and report formats across all areas to ensure easy data capture and efficient, straightforward reporting that effectively delivers the required information.
- Supervised stock movements, ensuring accurate monitoring and reconciliation at the Bill of Exit level across the MENA & Eastern Europe market.
- Capacity planning for stock holding, perform quarterly & annual audits, cubic meter measurement, workforce planning, KPI summaries, and lead time analysis.
- Directed call center operations, enhancing service delivery and operational efficiency.
- Oversaw cost-effective and timely supply chain operations, ensuring Operations team meet the Service Level Agreements and capacity issues resolved.
- Establish robust relationships with brand teams to support and streamline the forecasting and planning process through regular formal meetings and a clear, consistent communication strategy.
- Managed all warehouse procurement, including monthly stationery purchases, supplier communication, processing tenders, and coordinating with the Central Finance team on payment and invoice issues.
- Coordinated with the central travel desk on organizing & booking travel arrangements, managing travel-related expenses, and maintaining accurate records of bookings and expenses.

## SUMMARY

- ✓ Versatile operations and client services professional with 10+ years of experience in optimizing workflows, managing compliance, and driving client satisfaction within corporate environments.
- ✓ Adept at aligning operational processes with business objectives, leading cross-functional teams, and ensuring adherence to policies and procedures for seamless business operations.
- ✓ Proficient in communication and collaboration with cross-functional teams.

## EDUCATION

Global MBA

Ascencia Business School

Dubai, UAE

2023

Management Development Program

PwC Academy

Dubai, UAE

2016

Higher Diploma

Institute for Management of Information Systems (IMIS)

Strathmore University

Nairobi, Kenya

2004

## SKILLS

- ✓ Data Analysis & Reporting.
- ✓ Compliance Knowledge.
- ✓ Stakeholder Management.
- ✓ Supply Chain & Planning.
- ✓ Problem Solving & Issue Resolution.
- ✓ Process Improvement.
- ✓ Corporate Communication.
- ✓ Leadership.
- ✓ Verbal & Written Communication.
- ✓ Client Relationship Management.
- ✓ Technical Proficiency – MS Office.
- ✓ Adaptability & Flexibility.

## EXPERIENCE

Customer Care Supervisor 06/2013 - 06/2016

Alshaya Group Dubai, UAE

- Led customer service teams to resolve high-priority escalations and improve client satisfaction.
- As the Customer Service Supervisor, I served as the ultimate point of escalation for major complaints.
- Developed top producing teams through aggressive recruiting, focused training, and ongoing coaching/mentoring.
- Instrumental in launch of customer service support initiatives for new brands.
- Planned, scheduled, and oversaw 200-250 customer home deliveries per day.
- Developed and implemented operational policies to enhance service delivery, resulting in recognition for service excellence.
- Recognized as the best Alshaya call center for two consecutive years from 2015 to 2016.

Customer Care Team Leader 09/2011 - 05/2013

Alshaya Group Dubai, UAE

- Ensured corporate policies & procedures are met to drive smooth operations and ultimate customer care.
- Led and directed quick, effective resolution to high priority customer issues and escalations.
- Ensured high team performance through training, active coaching, and thorough completion of required activities.
- Conducted follow-up calls to clients to verify successful deliveries and gather customer satisfaction ratings.

Customer Care Administrator 04/2010 - 08/2011

Alshaya Group Dubai, UAE

- Received and addressed customer calls, including documenting, and directing issues to appropriate parties.
- Scheduling deliveries via calls and WhatsApp.
- Worked in collaboration with customer service team to analyze and recommend resolution to customer issues.
- Collaborated closely with delivery teams to ensure accurate, timely product delivery to customers.
- Conducted follow-up calls to clients to verify successful deliveries and gather customer satisfaction ratings.
- Manage and aid with incoming calls from retail locations.

Administrative Clerk 02/2007 - 10/2009

Equatorial Commercial Bank Nairobi, Kenya

- Coordinated closely with clearing department to accurately sort and file/store vouchers, cash, and cheque transfers.
- Customer onboarding & KYC.
- Issued checkbooks, ATM/PIN mailers and pertinent banking information to customer.
- Manage inbound calls and prompt issue resolution over phone or in person.
- Conducting month end process and reconciliation.

## TRAINING / COURSES

- ✓ AML Business Risk Assessment.
- ✓ Sanctions Compliance Bootcamp
- ✓ Corporate Finance: Robust Financial Modelling.
- ✓ How to be an Effective Manager to Drive Impact.
- ✓ Learning Power BI Desktop
- ✓ Operations Management Foundations.
- ✓ Business Writing Principles.