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| MOSES WANJOHI     |  | | --- | | **Contact** |     Address  Manama, Manama  Phone  +973 36859118  E-mail  moseswanjohi@yahoo.com  LinkedIn  www.linkedin.com/in/moses-wanjohi-08205414a     |  | | --- | | **Skills** |     operations management -– process improvement    Team management - Coaching and mentoring (PIP / PDP) & PMS cycles    Inventory management - order fulfillment, planning and OTB    P&L - Budgeting and forecasting    Revenue management – Data driven and analytics    Contracts negotiations & Vendor management    Cross-functional communications    Health & Safety - risk assessments and audits    Customer experience - CRM, walk the journey    Retail – sales mix, UPT, ATV and conversation rates | Seasoned Manager and talented leader with 15years+ experience applying transformational planning and problem-solving abilities toward enhancing business plans and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity. Bringing solid understanding of industry trends, excellent communication skills, talent for spotting areas in need of improvement and implementing changes with strategic approach. Looking to bring knowledge and abilities to a dynamic and growth-oriented role.     |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2018-07 - Current |  | **Operations – Duty Manager**  *Majid Al Futtaim (Wahooo! Waterpark,) Manama, Bahrain*   * Ensuring the day to day operations of Water Park according to the daily operational requirements. * Completing duty manager H&S opening / closing procedures and record daily accounts. * Updating and reviewing the waterpark PSOP (Pool Safety Operating Procedures) covering; Water quality, NOP, EAP •Enforcing Water Park's health & safety policies and procedures. * Responsible for all emergency response and evacuation of Water Park guests and staff according to emergency procedures. * Implementing the staff training program to reach high safety standards according to the UK HSE (In particular HSG179 & UK RLSS Lifeguard guidelines) as well worldwide development in Life Saving Practices (Lifeguard, First Aid, CPR). * Preparing annual operating plan and budget for the Operations Department, undertaking cost-benefit analyses for possible amendments, replacement and additions. * Managing and control the outsourced cleaning and security, including standards of hygiene, customer service skills, crisis handling and reviewing regular reports generated by contractor * Responsible for the Mystery shop and KPI's * Conducting required tests to determine water quality. * Drove operational improvements which resulted in savings and improved profit margins. * Managed quality assurance, including on-site evaluations, internal audits and customer surveys. * Monitored social media and online sources for industry trends. * Controlled daily business operations by devising and deploying short and long-range strategies to grow profitability and accomplish objectives. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2017-01 - 2018-06 |  | **Admissions ticketing & Retail Manager**  *Majid Al Futtaim (Wahooo! Waterpark,) Manama, Bahrain*   * Managed CRM database, including, updates and report generation. * Acted as senior management available for customer service inquiries and escalated customer issues. * Supervised staff of 12 through motivational coaching and effective training programs for service and sales techniques. * Drove excellent customer service through coaching, role modeling and incorporating customer feedback to reinforce and improve quality of service. * Conducted weekly sales meetings with team members to establish merchandising, sales and profit objectives. * Managed day-to-day FOH operations to drive quality, standards and meet customer expectations. * Managed inventory through effectively ordering and stocking * Reduced expenses by renegotiating vendor contracts to eliminate waste and boost cost savings * Aligned inventory processes with demand projections to maximize organizational and budget efficiency. * Controlled store inventory and reviewed cash handling and operations reports. * Managed controllable P&L line items, including inventory, cash, and payroll. * Analyzed sales data, including profit and loss statements, to compose store budget that cut costs 32 %. * Assessed sales reports to identify and enhance sales performance, support inventory oversight, and capitalize on emerging trends. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2008-08 - 2017-01 |  | **Retail Supervisor**  *Majid Al Futtaim (Wahooo! Waterpark,) Manama, Bahrain*   * Overall Responsibilities: managing the retail and operational functions of the departments: - * Managed over $.1,5 Million in inventory and employees in 2,500 square-foot store. * Inventory purchasing and pricing to assist with efficient restocking. * Coached employees and trained on methods for handling various aspects of sales, complicated issues, and difficult customers. * end-to-end stock management, including examining incoming inventory, merchandising shelves, and preventing shrinkage. * Decreased inventory shrinkage, drive-off and daily cash discrepancies by closely monitoring daily operations. * Managed vendor purchase order process including dispatch, delivery, and invoicing to set contractual guidelines and maintain budgetary regulations. * Forecasted purchasing trends and improved merchandising strategies by completing OTB plans |  |  |  |  |  | | --- | --- | --- | --- | |  | 2007-03 - 2008-08 |  | **Assistant Store Manager**  *Apparel Group, Dubai, UAE*   * With retail staff of 18 sales assistants I had the responsibilities of Supporting Store Manager in the implementation and achievement of store goals and objectives with a primary focus on achievement of all financial and operational objectives with regards to expense control, Loss Prevention audits/checklists, and weekly reports. * Met or surpassed business targets regularly through employee engagement and forward-thinking planning. * Rotated merchandise and displays to feature new products and promotions. * Coached team on effective upselling and cross-selling methods. * Onboarded new employees, including training, mentoring and new hire documentation. * Managed scheduling for store to accomplish proper staffing . |  |  |  |  |  | | --- | --- | --- | --- | |  | 2001-09 - 2006-08 |  | **Pre-sale and Customer Service Manager**  *Renda Limited, Nairobi, Kenya*   * Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies. * Built partnerships with diverse internal teams and sales, finance, and operations departments to streamline processes. * Boosted traceability initiatives by managing client correspondence, tracking records, and utilizing data communications. * Contacted existing and prospective customers by phone or email on consistent basis, which resulted in regularly surpassing preset sales targets. * Improved customer service initiatives by streamlining sales and order management processes. * Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags. |  |  |  |  |  | | --- | --- | --- | --- | |  | 1994-03 - 2001-01 |  | **Field Technical Support Technician**  *Comtech Systems LTD, Nairobi, Kenya*   * Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation. * Assessed system hardware and software and suggested modifications to reduce lag time and improve overall processing time. * Monitored systems in operation and input commands to troubleshoot areas such as storage and networking * Configured hardware, devices and software to set up work stations for employees. * Patched software and installed new versions to eliminate security problems and protect data. |      |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 1988-02 - 1991-01 |  | **High School Diploma**  *Mariakani High School -* Kenya |      |  | | --- | | **Certifications** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2019-04 |  | STA LEVEL 3 - pool plant operator |  |  |  |  |  | | --- | --- | --- | --- | |  | 2018-02 |  | First Aid/CPR Certified |  |  |  |  |  | | --- | --- | --- | --- | |  | 2018-10 |  | IOSH - Institution of Occupational Safety and Health |  |  |  |  |  | | --- | --- | --- | --- | |  | 2014-10 |  | HABC level 3 - First Aid at work |  |  |  |  |  | | --- | --- | --- | --- | |  | 2010-04 |  | Customer service management |  |  |  |  |  | | --- | --- | --- | --- | |  | 2000-04 |  | Call centre Management |  |  |  |  |  | | --- | --- | --- | --- | |  | 1998-11 |  | Accredited compaq technician | |

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