

GEOFFREY NGARI WANJOHI

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KEY COMPETENCIES

- Over 10 years' experience in customer care, helpdesk and Administration
- Excellent communication, interpersonal, organisational, and management skills
- Proficiency problem solving and analytical skills
- Proficiency in computer applications Great ability to multitask, perform in high pressure and good time management
- Outstanding positive attitude and enthusiasm
- Excellent English language communication both written and spoken
- Ability to and willingness to learn new skills
- Over 5 years work experience in Transportation coordination, Cargo Handling (Imports / Exports), Dangerous Goods handling within busy Military Bases in Afghanistan
- Proven track record in scheduling, dispatching, monitoring and coordinating cargo movement in Military airfields operation in a fast-paced and high-pressured environment.
- Strong background in Palletizing, Loading and Unloading air cargo Aircrafts within Military airfields.
- Expertise in planning, organizing and scheduling the ACHE and MHE fleets within a busy multi-cultural environment.
- Sound knowledge of Cargo handling.
- Proven ability to multi-task amid shifting priorities, meet deadlines and work under pressure with minimum supervision and high level of accuracy / Integrity.

PROFESSIONAL EXPERIENCE

WORK EXPERIENCE

DynCorp International-Afghanistan.
Transportation Coordinator
June 2018- to January 2021

- Prepare a daily schedule for asset mission to enable proper planning prior.
- Maintain dispatch log and key control for Material Handling equipment's.
- Adhere and communicate MHE procedures and requirements to customers prior to initiating a mission.
- Generate and submit daily, monthly reports to relevant authorities.
- Provide accurate data entry in all required management systems.
- Provide quality customer service communications to operations, corporate team and carriers.
- Utilize effective decision making in the assignment of freight to dedicated carriers and fleet drivers to maximize utilization per truck and reduce transportation expense
- Proactively drive the outbound carrier's performance to ensure timely service.
- Cross-train my individual duties with those of colleagues to ensure all daily accountabilities are met.
- Manage import container pools to ensure there is a plan for their efficient unload while eliminating unnecessary expense
- Identify operation trends, provide analysis of root cause and implement corrective actions to provide continuous improvement to the operation.
- Receive and document requests for vehicles and equipment.
- Utilize telephone or radio communications equipment to transmit requests to crews or other personnel
- Direct transportation operations as necessary to accomplish any valid requirement
- Providing route and destination information and instructions.
- Coordinate the timely pickup and delivery of materials.

**DynCorp International-Afghanistan.
Work Control Specialist/MHE Dispatching
May 2017- to June 2018**

- Ensure timely and accurate facilities and equipment preventive maintenance performance dates are added to the MSOW.
- Work with Service Desk to ensure preventive maintenance schedule and service order requests are properly created, updated, closed, and reported.
- Administer the work authorization process.
- Monitor daily operations to identify and resolve issues and track MSOW performance metrics.
- Schedule and conduct MSOW audits to ensure accuracy of reporting.
- Perform other duties as assigned.
- Receive MMR request from customer.
- Generate MMR based on the customer asset requirement and mission.
- Prepare a daily schedule for asset mission to enable proper planning prior.
- Communicate via radio and phone to the MHE foreman the MMR requirements and changes that may occur within mission requirements.
- Adhere and communicate MHE procedures and requirements to customers prior to initiating a mission.

**OSSL-Afghanistan.
Cargo Handler/Equipment Operator.
April 2015 to February 2016 Kabul
November 2016 to May 2017 Kandahar**

- Build-up outbound cargo and baggage, break-down inbound cargo and baggage on HCU pallets.
- Correctly weigh and record cargo and baggage weight.
- Sort outbound cargo delivered by customer to various quarantine bays for dispatch.
- Sort out inbound cargo to various recipients' collection bays.
- Restraining cargo on pallets using American, British and Australian Nets.
- Restraining cargo using chains i.e. chaining vehicles and containers for loading.
- Safely Operate and position K-loaders, forklifts, High loader, tugs, vans, Baggage belt, Aircraft passenger stairs or other required vehicles safely, inspect daily utilization check lists and ensure vehicles in need of repair or service are properly turned in to maintenance.
- Ensuring the ramp is free of foreign debris objects.
- Daily inspection of vehicles and equipment to ensure serviceability before use.
- Coordinate timely cargo and baggage release.

DynCorp International-Afghanistan.
Help Desk Specialist.
January 2011- April 2012

- ✓ Maintain records and provide traceability of documentation through the tracking module.
- ✓ Attend to customers and trades over Radio and Phone call and walk in.
- ✓ Generate service order request and work order request tickets.
- ✓ Prioritize service order and work order requests. I.e. urgent, emergency, routine.
- ✓ Dispatch service and work order tickets to relevant trade personnel.
- ✓ Data entry of service order and work order requests in DynMRO software data base.
- ✓ Generate and send periodical reports to relevant trades and authorities.
- ✓ Track service order and work order requests based on their priorities and timelines.
- ✓ Close completed service and work order tickets in online software module.
- ✓ Checks errors and files completed Service and work order tickets and maintain a good filing system.
- ✓ Send routine reports to relevant authorities.

Suntra Investment Bank Ltd.
Customer Service/Data Entry.
Jan 1998 - Jan 2007.

- ✓ Responsible for advising Retail and Corporate clients on equities.
- ✓ Co-ordinate the client's application for all the primary issue to the Central Bank of Kenya.
- ✓ Checks and complies with the Bonds maturity, rollover redemption and interest payments.
- ✓ In charge of Back Office Trade Document Processing.
- ✓ Participated in Initial Public Offers and Rights issues of Shares by Quoted Companies.
- ✓ Worked in Cash Office - Banking and daily cash reconciliation.
- ✓ Managing segregated funds accounts and updating client's accounts.

- ✓ Evaluating Information to Determine Compliance with Standard processes comply with laws, regulations.
- ✓ Filing and maintaining the filing system.
- ✓ Train and brief new frontline staff.

Training

- ✓ Awarded Certificate of Appreciation by Special Operations Task Force - Afghanistan. 2019.
- ✓ Awarded Certificate in Dangerous Goods Regulations.
- ✓ Awarded Certificate in computer MS Word, MS access, MS excel, MS Window and Power point.
- ✓ Awarded Certificate for ACHE operations by KBR UK.
- ✓ Awarded Certificate of appreciation by 25th Marine Regiment

HOBBIES/INTERESTS

- Travelling
- Reading