

VICTOR AKOYO

OPERATIONS & BUSINESS OPERATIONS | SUPPLY CHAIN & LOGISTICS | PROCESS IMPROVEMENT

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PROFESSIONAL SUMMARY

Operations and Business Operations professional with approximately eight years of cross-functional experience spanning international supply chain and logistics, manufacturing quality, process improvement, business finance, operational systems and engineering. Led multi-provider logistics redesign delivering approximately £520,000 in annual savings, reduced product returns from approximately 12% to 4% by CBM, and improved manufacturing quality across multiple environments. Experienced in cash-flow management, KPI operating systems, SOP design, vendor and contract management, customer operations, Microsoft 365 administration and live AI-enabled workflow automation. Combines commercial judgement, data-led problem solving and practical execution across distributed teams, suppliers and service partners.

SELECTED IMPACT HIGHLIGHTS

- **£520k Logistics Cost Reduction** - Led warehouse/3PL and final-mile redesign, commercial negotiation and provider transition, delivering approximately £400k warehouse/3PL savings plus £120k final-mile savings annually.
- **Returns Reduction: ~12% to ~4% by CBM** - Used return-cause analysis, supplier-quality actions, packaging improvements, delivery reviews and policy/process changes to materially reduce reverse-logistics volume.
- **Scaled International Supply Chain** - Managed operations for an approximately £8m UK e-commerce business with 1,000+ SKUs, ~8 active China suppliers, ~6-week supplier lead times and peak inbound volume up to ~60 containers/month.
- **Manufacturing & Quality Improvement** - At Tile & Carpet Centre reduced tank rejection ~5% to ~2%, pipe rejection ~8% to ~4% and customer complaints ~10% to ~5%; at Auto Springs reduced U-bolt rejection ~4% to ~2%.
- **Business Operating System** - Designed a 19-KPI leadership scorecard and approximately 10 SOPs at Optimise Outsourcing, integrating performance visibility into SLT Level 10, finance tactical, quarterly strategy and company operating rhythms.
- **Cash Flow & AI-enabled Operations** - Redesigned customer collection timing to improve projected liquidity to roughly £10k positive, and built live SharePoint -> Make.com -> OpenAI -> Teams reporting automation for real senior-leadership meetings.

CORE SKILLS & COMPETENCIES

- **Operations Management** - Cross-functional execution, KPI governance, SOPs, operating cadence, issue resolution, service continuity, executive reporting and accountability.
- **Supply Chain, Planning & Logistics** - Annual forecasting with rolling reforecasting, supplier planning, FOB purchasing, sea/air freight, 3PL warehousing, final mile, backorders, inventory, returns and S&OP.
- **Procurement, Commercial & Vendor Management** - Product, freight, warehousing and service-rate negotiation; POs; supplier/provider due diligence; contracts, SLAs, renewals, invoice challenge and vendor selection.
- **Business Finance & Commercial Operations** - Cash-flow management, Xero invoicing/reconciliation, GoCardless, VAT submission, corporation-tax preparation support, P&L/balance-sheet analysis, cost centres and payment-term design.
- **Quality & Continuous Improvement** - CAPA/RCA, Pareto, FPY, rejection/scrap/rework KPIs, Control Plans, PFMEA/FMEA, SPC, MSA, supplier/production quality, audits and corrective-action follow-up.
- **Leadership & Team Management** - Direct management of five Rattan team members and six Tile & Carpet inspectors; shifts/rosters, work allocation, leave, performance reviews, training, coaching and formal escalation.
- **Operational Analytics & Reporting** - Advanced Excel-based analysis, forecasting, reconciliation, inventory/order tracking, executive packs, KPI scorecards, cost analysis and Power BI reporting.
- **Business Technology & Automation** - Microsoft 365/Teams/SharePoint administration, Make.com, n8n, Power Automate, OpenAI API workflows, CRM integration, access governance, DNS/hosting administration and IT-service coordination.

PROFESSIONAL EXPERIENCE

Operations Manager & EOS Integrator | Optimise Outsourcing | Oct 2025 - 2026

- Operated as a cross-functional Integrator in a startup environment, coordinating execution across Operations/Delivery, Finance, Sales, Marketing/Business Development, HR, IT/business systems and compliance while holding functions accountable for EOS Rocks and operating commitments.
- Personally ran or structured SLT Level 10 meetings, departmental Level 10s, daily huddles, finance tactical meetings, quarterly strategy, quarterly EOS organisational check-ups and monthly company-wide operating updates.
- Designed a 19-KPI leadership scorecard covering customer, workforce, recruitment and commercial measures and embedded it into monthly/quarterly management reviews; created approximately 10 SOPs across billing, recruitment, tools approval and other recurring processes.
- Managed cash-flow visibility and planning; coordinated invoicing and reconciliations across Xero, bank and GoCardless; personally prepared/submitted VAT and prepared corporation-tax figures with external specialist support.

- Built and reviewed P&L/balance-sheet information using Xero exports and transaction data, analysed variances, classified expenses, reviewed assets and tracked Excel-based cost centres across payroll, recruitment, subscriptions and other operating categories.
- Modelled customer-payment timing during a tight-liquidity period and implemented earlier collection around the 24th of the preceding month, improving the projected/operating cash position to roughly £10,000 positive across the relevant horizon.
- Owned customer NPS and contributed to commercial contract revisions, drafting payment and risk clauses for director approval; helped implement one-month-ahead payment terms to protect salary continuity and service delivery.
- Administered Microsoft 365 user lifecycle, licences, MFA, shared mailboxes and Teams/SharePoint permissions; maintained renewal, contract, subscription and laptop/equipment registers, raised POs and coordinated Cyber Essentials, ESET and business-side IT governance.
- Built live automation including SharePoint transcript -> OpenAI analysis -> Teams reporting for real SLT Level 10 meetings, Pipedrive-to-Lemlist lead routing, Daily Huddle workflows and other AI-enabled operating processes.
- Coordinated the business-side closure/liquidation information process for Lifestyle Furniture Limited over roughly eight months, sourcing providers, negotiating a ~£2,500 + VAT option, reconstructing finance information and completing the provider handover pack.

Supply Chain, Quality Control & Technical Manager | Rattan Direct | Dec 2022 - Feb 2026

- Led end-to-end international supply chain, quality, technical and logistics operations for an approximately £8m UK furniture e-commerce business with 1,000+ SKUs, ~8 active China suppliers, roughly 6,000-7,000 CBM annual throughput and peak inbound volume up to ~60 containers/month.
- Managed five formal direct reports across China Quality, Demand Planning, Returns, Dispatch and Supply Chain Administration, with two China quality inspectors reporting through the China Quality Office Manager; conducted quarterly reviews and acted as the operating escalation point.
- Delivered approximately £520,000 in verified annual logistics savings: ~£400,000 across warehouse/3PL cost redesign and ~£120,000 in final-mile savings through provider benchmarking, rate analysis, negotiation and operating-model changes.
- Negotiated product prices, freight rates, warehousing rates and service contracts; issued and operationally approved POs; worked primarily on FOB terms with sea freight as the main international mode and air freight for selected urgent/compressible items.
- Ran annual forecasting with rolling reforecasting across demand, stock, stock at sea, backorders, supplier MOQs, warehouse capacity, cash and campaigns; influenced shipment acceleration/delay decisions and PO quantity changes before supplier release.
- Monitored supplier performance across on-time production, defect rate, lead-time adherence, inspection pass rate and response time; suspended business with suppliers where quality required stronger intervention.
- Negotiated 3PL terms including payment terms from 14 to 30 days, peak receiving flexibility up to five containers/day and a more efficient per-order picking-charge model; challenged invoice overcharges and reallocated volume between providers based on price/performance.
- Led the Denholm-to-ArrowXL migration of roughly 30 40-ft-container-equivalent loads and resolved a Liverpool haulage crisis involving ~10 containers close to free-time expiry, sourcing alternate haulage and coordinating warehouse capacity to avoid demurrage/customer-delay risk.
- Reduced product returns from approximately 12% to 4% by CBM through Pareto-based root-cause analysis, supplier-quality actions, packaging improvements, final-mile reviews, policy changes and reverse-logistics interventions.
- Owned warranty/remedy decisions and supplier recovery; oversaw stock-accuracy controls through cycle-count reconciliation, recounts/root-cause investigation and ageing-stock reviews; negotiated supplier replacements/spare parts for attributable defects.
- Strengthened supplier quality through batch traceability, final-inspection controls, standardisation of a key rattan/wicker raw-material supplier, stop-shipment/rework authority and product-development testing for higher-water-resistance outdoor cushions.

Quality Team Lead | Tile & Carpet Centre Ltd | Apr 2021 - Nov 2022

- Managed six quality inspectors across tanks, pipes, roofing/construction products and recycling operations; designed shift/roster coverage including night shift, allocated inspectors, approved leave, assessed performance and trained team members.
- Owned the quality KPI dashboard covering First Pass Yield, rejection percentage, customer complaints, scrap percentage and rework, using data to guide corrective action and production-quality discussions.
- Reduced tank rejection from approximately 5% to 2% and pipe rejection from approximately 8% to 4% through quality-at-source, operator training, detailed defect tracking, Pareto analysis and stronger process controls.
- Reduced customer complaints from approximately 10% to 5% over roughly one year and halved technician field-service cost from approximately KES 100,000 to KES 50,000 per month through better routing and fewer repeat quality failures.
- Held authority to stop production, reject incoming material and finished goods, require rework and block non-conforming products from dispatch; reinforced warehouse quality and handling discipline.
- Maintained KEBS compliance, interacted directly with auditors, handled non-conformities and participated in internal/process audits and corrective-action follow-up; supported compliance for new-product introductions.
- Supported B2B customer retention through technical presentations, installation consultation and warranty/repair solutions; completed Kalekim technical product training in Istanbul.

Quality Control Engineer | Auto Springs East Africa PLC | Jul 2020 - Apr 2021

- Applied APQP, PPAP, PFMEA/FMEA, Control Plans, MSA and SPC in automotive-component manufacturing quality for OEM/customer requirements including Isuzu East Africa.
- Created Control Plans and PFMEA/FMEA documentation across leaf springs, wiring systems and U-bolts; managed production inspection, incoming/supplier quality, non-conforming material and customer complaints with stop-production/quarantine authority.
- Prepared CAPA and Five Why reports and implemented corrective actions with production teams.
- Reduced U-bolt rejection from approximately 4% to 2% by improving forming control while hot, strengthening checking tools/fixtures and verifying results through rejection-versus-production data.
- Created work instructions, SOPs and quality records and supported ISO 9001:2015 implementation across welded assemblies, CNC cutting, powder coating and related manufacturing processes.

Electrical Engineer | Coca-Cola Beverages Africa | Nov 2018 - Jul 2020

- Supported FMCG production across two RGB lines, Sidel and KHS equipment, SACMI plastics/preform lines and utilities including chillers, water treatment, ice production and generators.
- Used SAP PM for notifications/work orders, planned-maintenance schedules, job completion/confirmation, spare-parts checks/requests, equipment history and maintenance planning support; participated in reviews covering downtime, MTTR and MTBF.
- Supported autonomous/preventive maintenance, tagged issues for planner scheduling and worked under strict LOTO, PPE, hazard-identification and 5S controls while coordinating approved contractors/vendors.
- Restored a long-standing Endress+Hauser caustic-concentration sensor by identifying a calibration issue from the manual and following the calibration procedure to return it to service.
- Helped restore a KHS end-of-line crate palletising system by checking sensor alignment and coordinating with an automation specialist on PLC reset, reducing reliance on manual palletising.
- Supported KHS filler overhaul/troubleshooting and completed specialist hands-on training on calibration of an empty-bottle inspection system using clean/dirty reference bottles and inspection parameters.

EDUCATION

Bachelor of Science in Control and Instrumentation | Jomo Kenyatta University of Agriculture and Technology (JKUAT) | 2018

Second Class Honours

RELEVANT CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ITIL 4 Foundation - PeopleCert/Axelos | Scrum Fundamentals Certified (SFC) - SCRUMstudy
- Six Sigma Foundations; Lean Six Sigma: Define & Measure; Operational Excellence Foundations; Quality Management Foundations
- PLC Level 1; SCADA Level 1; Electropneumatics Level 1; Pneumatics; Mitsubishi Electric VFD Workshop; SAP ERP Essential Training
- Introduction to Cybersecurity; Project Management Foundations: Budgets & Quality; Effective Customer Service Skills; Training Design

SYSTEMS & TECHNOLOGY

- **Enterprise & Operational Systems** - OrderWise ERP, SAP PM, ArrowXL WMS, V1 Distribution CRM, eDesk, Xero, Pipedrive, Lemlist and GoCardless.
- **Microsoft & Analytics** - Microsoft 365, Teams, SharePoint, Planner, Forms, Power Automate, advanced Excel, Power BI, KPI reporting, forecasting and cost analysis.
- **Automation & AI** - Make.com, n8n, OpenAI API, ChatGPT, Claude, Microsoft Copilot, AI-enabled workflows, webhooks, APIs and JSON mapping.
- **Business Technology Administration** - Cloudflare DNS, IONOS/Plesk, 123 Reg, Sonassi backup access, Keeper, ESET console/policies, access governance and IT-service coordination.
- **Git / Portfolio Technology** - GitHub/GitHub Pages and practical HTML/CSS/JavaScript maintenance with AI/reference support.