

BEFIKADU BELETE

Warehouse Operations Manager | Inbound & Outbound Operations, WMS Systems, Inventory Accuracy, Safety & TPM

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9+ Years

WAREHOUSE & LOGISTICS OPERATIONS

25%

THIRD-PARTY LOGISTICS COST REDUCTION

42 Trucks/Day

DISPATCH (2,400 CRATES/TRUCK)

30%

ON-SITE PROCESS EFFICIENCY GAIN

7-Day

SAFETY STOCK POLICY MAINTAINED

TPM & Lean Six Sigma

CERTIFIED

PROFILE

Hands-on Warehouse Operations Manager with 9+ years directing inbound and outbound warehouse operations, lot control, and storage optimization within high-volume FMCG production and distribution environments. Proven track record implementing Warehouse Management Systems (WMS), improving dock efficiency and truck turnaround time, and maintaining inventory accuracy across a safety-stock portfolio built on daily dispatch of 42 full truckloads. Skilled in Total Productive Maintenance (TPM), Lean Six Sigma, and cross-functional coordination with logistics, quality, fleet, and safety teams. Brings additional depth in multi-million-dollar inventory and financial operations control from a subsequent retail operations role, reinforcing accuracy, discipline, and systems fluency across SAP, Oracle, and Microsoft Dynamics (Navision).

KEY COMPETENCIES

Warehouse Operations: Inbound & Outbound Operations, Lot Control, Storage Space Optimization, Dock Efficiency & Truck Turnaround, Receiving & Put-Away, Cycle Counting, Warehouse Layout Design

Inventory & Systems: Warehouse Management Systems (WMS), Transport Management Systems (TMS), Safety Stock Management, Inventory Accuracy, SAP, Oracle, Microsoft Dynamics (Navision), Material Resource Planning (MRP)

Continuous Improvement & Safety: Total Productive Maintenance (TPM), Lean Six Sigma, KPI Design & Tracking, Health & Safety Compliance, Driver & Forklift Operator Safety Protocols

Team & Vendor Coordination: Warehouse Team Supervision, Forklift & Machine Operator Coordination, Fleet & Driver Management, Vendor & Distributor Coordination, Cross-Functional Collaboration (Production, Sales, Finance)

PROFESSIONAL EXPERIENCE

Warehouse Team Leader (Inbound & Outbound) — Heineken Ethiopia

Sep 2016 – Apr 2019

- Directed full inbound and outbound warehouse operations for a major beverage production site, overseeing lot control, storage optimization, and daily dispatch of 42 full truckloads (2,400 crates/truck) under a 7-day safety stock policy.
- Implemented a new Warehouse Management System (WMS) for lot control and storage space optimization, increasing warehouse layout efficiency and inventory accuracy.
- Led productivity-focused projects that improved dock efficiency and accelerated truck turnaround time across inbound and outbound operations.
- Pioneered a Continuous Improvement system for inbound materials management, streamlining receiving and put-away processes and improving receiving accuracy and timeliness.
- Applied Total Productive Maintenance (TPM) tools and methodologies to capture and sustain process improvements and equipment reliability.
- Supervised warehouse operations staff, including forklift and machine operators, ensuring safety compliance, cycle-counting discipline, and operational consistency across shifts.

Head of Logistics, Planning and Distribution — Heineken Ethiopia

May 2019 – Jan 2022

- Directed end-to-end warehouse, fleet, and distribution operations for a major production plant, leading a workforce of 243 warehouse operations staff, forklift/machine operators, and truck drivers, plus 14 managers through 3 direct reports.
- Maintained a safety-stock inventory system built on daily dispatch of 42 full truckloads of finished goods, sustaining a 7-day buffer against demand variability.
- Implemented SAP, Oracle, and Microsoft Dynamics (Navision) systems alongside WMS and TMS platforms for real-time inventory and shipment tracking across the warehouse network.

- Designed and implemented a KPI framework to monitor warehouse and carrier performance, reducing third-party logistics (LSP) costs by 25%.
- Directed the complete fleet operations lifecycle — vehicle utilization, maintenance scheduling, fuel efficiency, and driver safety protocols.
- Coordinated customs clearance and freight forwarding with international suppliers (Ibecor, Belgium) and logistics partners (Bolloré) for inbound raw materials.

Senior Inventory & Financial Operations Specialist — *Safaricom Ethiopia Telecommunications PLC* Feb 2022 – Sep 2024

- Directed end-to-end inventory and financial control for a multi-million-dollar retail operations portfolio, reinforcing inventory accuracy and reconciliation discipline.
- Spearheaded implementation of a new inventory management system from the ground up, achieving a 30% improvement in on-site process efficiency.
- Leveraged data analytics to drive inventory forecasting, resource allocation, and large-scale operational planning.

ADDITIONAL PROFESSIONAL EXPERIENCE

Regional Sales Manager & Regional Acquisition Manager — Safaricom Ethiopia Telecommunications PLC (Oct 2024 – Present). Regional commercial and distribution leadership roles; details available on request or in accompanying Sales CV.

Accountant & Management Trainee — Heineken Ethiopia (Aug 2014 – Aug 2016). Completed an 18-month rotational program across Supply Chain, Finance, and Operations, including early exposure to warehouse and TPM principles.

EDUCATION & CERTIFICATIONS

Master of Science (MSc), Accounting and Finance — Jimma University (2017 – 2019)

BA, Accounting and Finance — Jimma University (2012 – 2014)

Certificate, Center of Excellence in Accounting and Finance — BHT Vision University College (2020 – 2021)

Certifications: Total Productive Maintenance (TPM) & Lean Six Sigma — Heineken One2Learn Program; Data Analytics — Ethiopian Coders Program; Negotiation Foundations; Introduction to ESG (Environmental, Social, and Governance)

Languages: English (Full Professional Proficiency) | Amharic (Native) | Afaan Oromo (Native) | Arabic (Elementary) | French (Elementary) | Hebrew (Elementary) | Greek (Basic)