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Profile Summary

Work Experience

Country Manager, Kenya & Uganda at Moove (2022-06-01 - 2024-12-31)

Location: Nairobi, Kenya

Responsibilities: Responsible for the East African Operations for Moove, leading and managing a crossfunctional team of 35 staff & the region's P&L

Managed a fleet (120+) of motorcycles and 5-ton, 10-ton and 30-ton trucks generating \$70M revenues in my first year of operation

Managed receivables from customers, achieving 96% collection rate MOM

Responsible for continuous market and internal performance analysis, reporting & improvement, with an 86% KPI achievement rate over Q4 2023

Liaise with Central Operations teams to drive projects and launches, including roll out of a fleet of 20 trucks, driver referral programs, design & roll our of internal wiki for global teams etc

Employing software such as Quicksight to manage Country Operations Metrics and ensuring business and operational performance

Lead data driven cross-functional teams stand-ups throughout every week

Oversee driver onboarding & supply management with a 94% retention rate

Lead & support in-country continuous initiatives to promote driver safety & customer experience for 200+ drivers

Chief Operating Officer at BasiGo & QuickBus (2019-05-01 - 2022-06-01)

Location: Nairobi, Kenya

Responsibilities: BasiGo

Member of the BasiGo executive team, alongside the CEO and CFO

Shared responsibility for deciding the strategy, priorities, and organisational design

Design, implement, and refine business operations from time of import, through sale and service delivery

Supply Chain Management including import, clearance, and vehicle production

Vehicle Licensing with the designated regulatory authority and Delivery to end customers

Charging Depot Management including lease, build-out, and day-to-day operations of electric bus recharging and maintenance services

Sales of buses and subscriptions to bus owners

Customer Relationship Management with SACCO and bus operators from time of sale through delivery of the subscription services ensuring an exceptional customer experience for bus owners, SACCO's, and (to the extent possible) passengers

Stakeholder Management - interface with power and service providers that support the

charging and service operations to ensure adequate provision of service and negotiate preferred tariffs

Health, Safety & Risk - minimize risk and ensure the well-being of BasiGo staff, customers and stakeholders

Support the broader executive team in critical cross-functional priorities such as fundraising, business develop

Quickbus

Design and implement business strategies, plans, and operational structures

Oversee goal setting for performance and growth within East & West Africa

Participate in fundraising pitches

Establish policies that promote company culture and vision

Oversee operations of the company, leading teams across 5 African countries, managing 1:1s, OKRs and town halls

Lead employees to encourage maximum performance and dedication

Evaluate performance by analyzing and interpreting data and metrics

Participate in expansion activities (investments, acquisitions, corporate alliances etc.)

Manage relationships with partners/vendors

General Manager at Little (2019-05-01 - 2020-06-01)

Location: Kenya

Responsibilities: Have grown rides by 73% over 1 year & participated in fundraising, including development of financial model, Investor Pitch Decks and Organisational Development

Lead and manage all functions of the company globally

Business intelligence & analysis for strategic decisioning

Reporting - CEO & board with metrics preparation

Spearhead expansion into 20 countries

Grow and sustain demand and supply

Be the face of the company on the PR angle and forge strategic partnerships Government and financial institutions

Responsible for the company's P&L & budgeting

Developed the company's employee OKRs & KPIs

Country Manager at Bolt (2016-12-01 - 2019-01-01)

Location: Nairobi, Kenya

Responsibilities: Established & registered Bolt from scratch & overtook Uber in Kenya in 1.5 years (one of the first markets to achieve this globally)

Grew from conception to being the 3rd largest/leading market of 23+ counties

Grew from 50 rides to 1 million rides monthly

Grew my team from 2 to 45 employees over three years

Lead the expansion of Bolt in Kenyan cities and towns

Build, inspire and grow the team of unique Bolt employees

Navigate through interesting area regulatory matters and local policies within the transportation and tech industry

Steer operations and business development in a competitive environment

Understand and improve commercial processes to speed up growth

Develop strategic partnerships with stakeholders in the area

Make partner drivers happy - evaluate and launch different incentive programs to grow our supply

Drive local marketing campaigns and events, generating the loudest buzz in town

Responsible for general business management and financial reporting

Model and ambassador of a positive and value-driven culture

Advisory Board Member at New Life Home Trust - Kenya Kenya (2015-06-01 - 2018-06-01)

Location: Nairobi, Kenya

Responsibilities: Provide non-binding strategic advice to the organization, driving the success and efficiencies of the organization with the charged with the rescue, care and nurture of abandoned and orphaned babies in Kenya

Act as a resource for the organization's executives e.g., project management event management PR

Act for the organization in public

I managed all their key public events for three years

Aid in the development of governance frameworks that enable sustainable growth of the organization

Impose challenges to directors and management that could improve the organization

Education

Vocational Training (Diploma) in Hospitality & Institutional Management

Institution: Institute of Commercial Management | Dates: 2003-01-01 - 2024-12-31

Location: UK & Kenya

Skills & Tools

Business Development, Team building & Strategic Leadership, Customer Experience Communication, Business Analysis Critical Thinking, P&L Management, Strategic planning, Interpersonal Skills, Client Relationship Management, Crisis Management and Problem Solving, Cross-Functional Collaboration

Languages

English & Swahili