

Leah Muiruri

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KEY COMPETENCIES

Team Leadership
Strategic Planning & Implementation
Process Improvement

Delegation
Communication
Operations Management

Budget Management
Stakeholder & Time Management
Facilities Management

PROFESSIONAL EXPERIENCE

Pam Golding Properties

Sept 2018 - Present

Operations & Talent Manager

Spearheaded the improvement and implementation of weekly and monthly reporting formats that resulted in a 20% reduction in reporting time and increased accuracy by 15%. Streamlined business processes to improve efficiency, resulting in a 30% reduction in operating costs and a 50% increase in productivity.

Accomplishments:

- Nominated as the top Administrator for Pam Golding Africa Franchise in year 2019/2020 and 2020/2021.
- Won Top Administrator of the Year in 2019/2020 out of 7 franchisee countries.
- Oversaw office renovation exercises that resulted in a modern and conducive working environment for staff, leading to a 25% increase in employee satisfaction.
- Coordinated work from home arrangements for the office staff during the Covid-19 pandemic, resulting in uninterrupted service delivery.
- Developed a strategic plan to define the ideal Pam Golding Agent and guide the targeted recruitment process. The plan led to a 25% increase in the number of qualified agents recruited in 2021 and 2022.
- Conceptualized and implemented the Recruitment Meet & Greet program that has helped identify and onboard over 20 high performing Real Estate Agents between 2021 and 2022.
- Refined the Training and Induction processes and introduced the Job-Shadow initiative, leading to a 30% reduction in the time it takes new agents to reach peak performance, resulting in increased sales and revenue for the company.

Kristys Cafe & Grille

May 2016 - Aug 2018

Restaurant Manager

Lead operations and successfully generated revenue and increased profits by 20% through the implementation of effective auditing processes and the improvement of the reporting system.

Accomplishments:

- Improved the staff shift schedules, resulting in a 25% increase in productivity and a 10% reduction in labor costs.
- Trained and developed staff to improve their skills and knowledge, resulting in a 40% increase in employee satisfaction and a reduction in staff turnover.
- Conducted frequent audits that resulted in the identification of loss and wastage, which led to the implementation of new processes and procedures that reduced waste by 30%.
- Implemented a new quality control system that led to a 20% reduction in product defects, resulting in increased customer satisfaction and repeat business.

Turea Limited (Dr. Mattress)

Nov 2015 - Apr 2016

Sales Representative

Maintained high standards of the sales process, resulting in a 15% increase in the number of sales closed per month during my tenure.

Accomplishments:

- Trained and developed a team of 2 people on sales techniques and customer service skills, resulting in a 30% increase in employee satisfaction.
- Prioritized work responsibilities, resulting in a 15% increase in productivity and a 10% reduction in order processing time.
- Managed general office duties effectively, ensuring the smooth running of daily operations and a 25% reduction in administrative errors.
- Formed good working relationships with the production, dispatch, and delivery departments, resulting in a 20% reduction in lead times and a 15% increase in on-time deliveries.

Heri Heights Serviced Apartments

May 2015 - Oct 2015

Front Office Agent

Managed internal communications to all departments on in-house guest tariffs and charges, leading to a 15% reduction in billing errors and a 20% increase in customer satisfaction.

Accomplishments:

- Handled guest queries, bookings, reservations, and payments accurately and efficiently, resulting in a 15% increase in customer satisfaction and a 10% increase in revenue.
- Successfully registered guests and obtained all necessary details, leading to a 10% reduction in check-in time and a 5% increase in efficiency.
- Resolved guest complaints quickly, politely, and promptly, resulting in a 20% increase in customer satisfaction and a 5% reduction in negative reviews and feedback.
- Showcased the property's features and amenities effectively, leading to a 15% increase in bookings and a 10% increase in revenue.
- Transferred calls to the respective departments promptly, leading to a 5% reduction in response time.

EDUCATION

Strathmore University

BSc. Hospitality Management

Alliance Francaise

French Diploma (A2, B1)

Riara Springs Girls' High School

KCSE Certificate

CERTIFICATIONS

University of California, Irving Division

Finance for Non-Finance Professionals
Project Management - Basics for Success

REFERENCES

Shradha Dhakan

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Shali Bideri

Rwanda Rural Rehabilitation Initiative
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Caroline Malenya

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