

FRANCIS MWANGI MUTHONI

PROFILE

Highly accomplished operations leader with a proven track record of optimizing processes, improving efficiency, and driving profitability. Skilled in strategic planning, team leadership, and cross-functional collaboration. Adept at identifying opportunities for operational enhancement and implementing innovative solutions to drive business success. Dynamic and results-oriented professional with 5 years of experience in operations management, seeking a challenging role as Head of Operations where I can leverage my leadership skills and strategic vision to drive organizational excellence and achieve operational objectives.

EDUCATION

Data Science and Machine Learning -Moringa School - Certificate -Apr 2024-Nov 2024

Bachelor's Degree in Economics - Karatina University - Aug 2013 to May 2017

CONTACT

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SKILLS:

Process Development
Process Management
Partnerships Development
Project Execution
Stakeholder Management
Strategic Planning
Operations Management
Team Leadership
Process Improvement
Budgeting

WORK EXPERIENCE

Head of Operations | Mwanga Mpya Capital Limited | April 2022 – up to date

- Oversaw setting up operational aspects of the microfinance institution, including market research, budgeting, branch operations, product development, process development, CRM set up, statutory compliances and recruiting employees for the business.
- Developed policy and process development of lending.
- Led the implementation of sales strategies, portfolio risk management, and implementing CRM to meet operational needs.
- Developed and secured partnerships with internal and external stakeholders to secure business and revenue.
- Collaborated with teams to launch new products and services, ensuring seamless integration with existing operations.
- Developed and implemented strategic initiatives to streamline processes, budget allocations, and improve operational efficiency.
- Fostered a culture of continuous improvement by implementing best practices and performance metrics to measure business and employee success.
- Provided employees with continuous training, mentorship, professional development opportunities, and strategic succession planning.
- Collaborated with senior management to develop operational strategies aligned with overall business objectives.
- Analyzed performance metrics to identify areas for improvement and established key performance indicators (KPIs) to track operational performance.
- Stay updated on industry trends, best practices, and regulatory changes relevant to microfinance operations.
- Achieved opening up 6 branches with 6 employees in each branch.
- Provided operational reports and analysis, providing insights and recommendations.

Assistant Operations Manager | Newark Capital Limited | July 2021 -March 2022

- Led branch teams, team leads, sales teams, and collections teams in forecasts and projections of the business.
- Supervised a team of 50 employees across 9 branches in performing daily operational tasks ensuring communication and coordination to resolve operational issues and implement new products for high market uptake.
- Conducted recruitment, developed job descriptions, created KPIs and trained new hires on their roles.
- Trained and mentored team members to ensure product knowledge, operational procedures, and standards compliance.
- Developed and implemented policies to streamline operations.

Performance Metrics and Analysis
Continuous Improvement
Operations Management
Cross-Functional Collaboration
Problem-Solving
Communication Skills
Attention to Detail
Time Management

HOBBIES

Reading
Football

REFEREES:

Margaret Gitura
Chief Executive Officer
Newark Capital Limited
Mobile number: 0715833596/
0739911020
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Benjamin Kimosop
Sales Director
Tulaa Service Technology
Mobile number: 0720762401
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Harrison Mburu

Chief Executive Officer
Mwanga Mpya Capital
Limited
Mobile number: 0715165670
Email: Mburuharri@gmail.com

- Assisted in managing loan portfolios, including monitoring delinquencies, analyzing credit risks, and implementing collection strategies to ensure revenue is realized.
- Conducted regular performance evaluations and provided feedback to team members to support their professional development.
- Assisted in developing and implementing operational strategies to optimize processes and improve productivity.
- Coordinated with cross-functional teams to ensure timely delivery of products and services to meet customer demands.
- Analyzed operational data to identify trends and areas for improvement, and implement corrective actions as needed.

Branch Team Leader | Newark Capital Limited | July 2020 – June 2021

- Achieved opening a new Branch in Dagoretti and led the team in delivering excellent customer service and achieving branch targets.
- Developed market analysis, identified potential clients and managed client risk profiles.
- Conducted regular team meetings to communicate goals, provide feedback, and address performance issues.
- Established effective relationships with teams, staff and partners.
- Trained and mentored staff to ensure compliance with company policies and procedures.
- Supported in resolving customer inquiries and complaints in a timely and professional manner to ensure high levels of satisfaction.
- Prepared reports on branch performance, including sales metrics, customer feedback, and operational efficiency.
- Received an award for best branch of the year in achieving revenue targets and received a promotion.

Area Sales Manager | Tulaa Service Technology | August 2019 – April 2020

- Led a team of 40 sales representatives in Nyandarua county providing training, coaching, and performance management to drive sales growth.
- Conducted recruitment of sales teams and provided training on product and role knowledge.
- Analyzed sales data and market trends to identify growth opportunities and optimize sales strategies.
- Built and maintained strong relationships with key accounts, distributors such as agrovet, and channel partners such as county government to maximize sales opportunities and achieve sales targets.
- Conducted regular performance reviews and provided feedback to sales team members to enhance their skills and capabilities.
- Monitored competitor activity and industry trends to stay informed about market developments and adjust sales strategies accordingly.

Sales Team Leader | Bidii Credit Microfinance | October 2018 – June 2019

- Led a team of 10 direct sales executives training them on the company app, product knowledge, their roles, market penetration and KPIs.
- Identified new business opportunities and developed strategies to increase market penetration and revenue growth.
- Provided product training and support to customers and internal sales teams to ensure a thorough understanding of product features and benefits.
- Achieved revenue targets for one year through the team.

Direct Sales Executive | Bidii Credit Microfinance | August 2017 – June 2019

- Conducted market research for new reach and achieved high client uptake; *achieved excellence for 3 months and was promoted to sales team lead role.*
- Actively prospected, pitched, and closed sales with individual customers through various channels, including cold calling, email outreach, and networking.
- Developed and maintained a pipeline of leads consistently meeting or exceeding sales quotas and revenue targets.
- Conducted Bidii Credit app presentations to potential customers, effectively communicating product features, benefits, and value propositions.
- Recorded and stored client information on various documents following procedures.
- Collaborated with teams to produce and submit loan packages to title and escrow professionals