

**HUMAN RESOURCE MANAGEMENT*****Recruitment, Service Administration, Disciplinary Procedures***

I am an enthusiastic professional with drive, determination and a proven ability to coordinate and lead the HR Payroll team to effectively process transactional HR activities in line with company procedures and HR policies. I provide support and advice to Line Managers & Senior Management on any employee issues in a professional, legal and timely manner, as well as managing any disciplinary and grievance cases while championing diversity by developing team recognition and reward programs.

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**PROFESSIONAL PROFILE**


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**TILE AND CARPET CENTRE LTD, Nairobi, Kenya**

November 2017 – To date

***Senior Human Resource Officer***

- In Summary: Responsible for coordinating and leading the HR Payroll team to effectively process transactional HR activities while adhering to company procedures and HR policies. Providing support and advice to Line Managers on any employee issues as well as manage disciplinary and grievance cases to ensure they are dealt with in a professional, legal and timely manner. Proactively identifying team relations' opportunities, proposing solutions and following through on implementation. Championing diversity by developing team recognition and reward programs.
- Recruitment: Efficiently recruiting and employing the right people for the right job within two weeks to meet or exceed organizational expectations. Ensuring good number of interviews conducted from short listed resumes in cost effective manner and faster recruitment process that ensures less time taken to close positions from the time the personnel requisition is received to the time the employee accepts the job offer.
- Service Administration: Effectively administering all payroll related functions and submitting the documents to the accounts department before end month for processing (HR Master, loans, termination documents, advances, leave). Negotiating CBA with the relevant trade union six months before expiration to the mutual benefit of the organization and employee to ensure a productive work environment. Ensuring application of expatriates' entry permits done before expiry so that they have legal working status. Liaising with service provider to ensure smooth running of the HRM and provide support and training to all users. Ensuring compliance of all departments to agreed policies, procedures, documentation, systems and identifying areas of improvement.
- Disciplinary Procedures: Resolving employee issues (work or personal) amicably withing the same day to the benefit of the employee and the organization. Ensuring disciplinary measures are carried out in a professional, legal and timely manner.

**TIRE WORLD LTD, Nairobi, Kenya**

August 2015 – October 2017

***Operations Manager***

- In charge of handling operations issues relating to the branches of the company: information technology / systems, tyre machinery, fleet management, inventory management, personnel management, security, building and infrastructure management.

**CHANDARIA INDUSTRIES LTD, Nairobi, Kenya**

January 2015 – July 2015

***Warehouse and Dispatch Manager***

- In charge of managing staff and casuals for offloading in the dispatch department.
- Coordinating dispatch of orders with transport department and sub contracted transport providers.
- Managing overtime hours worked by staff.
- Creating vehicle load ability report and maintaining timing on loading per vehicle.
- Ensuring proper stacking of goods and efficient use of warehouse space.
- Ensuring all stock entries and postings are passed in the system.
- Stock reconciliation between system stock, bin cards and physical stock.
- Managing inventory – advising management on excess stock and stocks getting depleted.
- Ensuring there is no stock mix up for both incoming and outgoing goods.
- Kaizen kanban coordination and ensuring adherence to this system by all warehouse and dispatch team members and workers.
- Any other duties as assigned by the management.

**KAPA OIL REFINERIES LTD, Nairobi, Kenya**

December 2011 – December 2014

***Senior Dispatch Assistant***

- Coordinate and review the work of dispatch assistants who generate loading orders, truck tonnage calculation, scheduling transportation trucks and routes to customers.
- Ensure smooth operation of SAP software outbound deliveries of local and export loading.
- Liaising with loading manager on planning and overseeing daily dispatch of orders, establishing and assigning orders to loading supervisors, and resolving work disputes that may arise.
- Ensuring tonnage of goods to be loaded in distributor or customer trucks does not exceed the maximum capacity.
- Coordinating with supervisors for fast and efficient loading of trucks and allocation of vehicles for local and export orders.
- Training dispatch assistants, loading coordinators, loading supervisors and clerks on dispatch duties, ISO 9001:2008, first aid and company policies and procedures.
- Checking loading sheets before invoicing and also rectifying any errors to be amended before invoicing.
- Understand and implement the Quality Management System as per the ISO and HACCP system as applicable in your department.

**ALI JUMA & SONS LTD (Family Business), Narok, Kenya**

June 2007 – November 2011

***Operations Manager***

- Coordinate and review the work of truck drivers, dispatch personnel, and maintenance technicians engaged in transportation of goods, truck repair and maintenance, dispatching orders, scheduling transportation trucks and routes to customers.
- Plan, organize and oversee the operational logistics of the organization, processes of truck loading and off-loading, fleet maintenance and repair, work schedules and procedures and dispatch operations.
- Handle human resource activities including recruitment, terminations and performance appraisal.

- Train workers in job duties, work safety procedures and company policies.
- Set rules and procedures for employees to adhere to while at work.
- Handle the company's operating budget to determine how much the company has spent and what it can purchase in the near future.
- Make decisions on matters like risk management, client order delays, client payments, employee issues and any day-to-day operations issues.
- Ensure turn-around time to meet client orders by coordinating movements of vehicles.
- Any other duties as assigned by the management.

### EDUCATION HISTORY

Master of Business Administration (Sep 2017 – to date)		Management University of Africa
Associate Degree in Business (Sep 2005 – Sep 2007)		Institute of Technology Australia
Diploma in Management (Jan 2005 – Aug 2005)		Kenya School of Professional Studies
Certificate in Computer I.S (Nov 2003 – July 2004)		Maasai Education Discovery

### AFFILIATION & TRAINING

Emerging Issues & Trends in CBA Negotiations		Federation of Kenya Employers
Managing Employment Contracts & Staff Separation		Federation of Kenya Employers
Human Resource Information System		HR Master
ISO9001:2008 Audit Course		ISO9001:2008 Auditor
Business Operations System		Access Dimensions Software
Warehouse Management		Quickbooks System
Enterprise Resource Planning System (ERPs)		Oracle Server System (Ebiz) Software

### SKILLS & EXPERTISE

Personal strengths include determination, diligence & ability to use own initiative  
 Ability to work well in a team as well as individually when the situation demands  
 Ability to think strategically & design long term plans through company's vision  
 Excellent analytical skills including time management, administration & planning  
 Visionary, adaptable & able to work well under pressure & work stress

### REFERENCES

REFERENCES AVAILABLE UPON REQUEST