

Daisy Nasike Nangalama

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Personal Summary/Profile

I am a competent and strategic human resource specialist with extensive knowledge in all areas human resource management. I strive to ensure that the organization has a highly motivated and engaged talent pool. Beyond the above, I ensure a conducive working environment for all employees as this increases productivity and reduces high level of staff turnover.

Academic and Professional Qualifications

Occupational Safety & Health Training (Taught according to DOSHs Syllabus),
International Safety Training Centre, August 2019

Bachelor of Commerce (Human Resource Management) 2nd Upper Division,
Kenyatta University, 2010-2014

Proficiency in Computer Packages, Webuye Hi-Tech College, April, 2009

Membership

Institute of Human Resource Management- Membership No.06727

Key Skills and Competencies

- Excellent Communication Skills
- Interviewing Skills
- Discrete
- Honesty and Integrity
- Commitment
- Team Player
- Talent Management
- Data Analysis and Reporting
- Patience
- Computer skills
- Customer care skills

Professional Experience

Vision Fund Kenya (World Vision Subsidiary)

People and Culture Officer (Human Resource Generalist) **November, 2018 to Date**

Reporting to the human resource and administration director, I provide support to over 150 staff in different branches in Kenya using.

Key Responsibilities

- I support in ensuring compliance to policy and employment act by doing frequent refresher trainings to employees and supervisors and also ensuring all processes and procedures comply with the employment act and company policies.
- I monitor all employment contracts and alert the people concerned on contract expiry's, probation end and any issues related to contracts. Beyond the above I draft employment contracts.
- I manage an efficient filing system for all staff documents.
- I generate monthly human resource reports i.e. staff exits, staff head count among others that help human resource department determine the human resource risk and areas of growth.
- I manage the Human Resource Information System (HRIS) by trouble shooting issues raised by staff, monthly updates for example staff exits and new hires.
- I manage benefits and compensation ranging from payroll, medical scheme, pension, GPA/GLA/WIBA.
- I support the recruitment process ranging from placing job adverts, shortlisting, interviewing, selection and onboarding process.
- I ensure that staff existing the organization go through the exit interview process and find out the areas of improvement from their responses.
- I provide support to supervisors and managers on performance process.
- I train supervisors on employee relation skills to ensure that there is harmonious relationship between the supervisors and supervisees.
- I handle employee relation issues.
- I ensure timely communication to staff on changes or new issues in the organization.
- I preside over the annual employee voice survey and compile the data to make informed decisions and changes

Kenya Comfort Hotels, Waterways Africa, Waterways Coast and Octagon Lodge-Karatu Tanzania, 2015 to October, 2018

Human Resource Officer and Admin Assistant.

I was tasked with the responsibility of putting up a human resource department, developed policies and procedures to ensure compliance and ensure effective running of the department and also supported our Tanzania office in recruitment, contract drafting and administration, and ensure compliance according to the Tanzania labor laws.

Duties and Responsibilities

- Developed human resource policy and employee handbook while ensuring compliance with Kenyan Labor Laws.
- I supported a group of over 200 employees in Kenya and Tanzania with minimum supervision.
- I was an advisor to the managers and offered my expertise on employee relations matters such as disciplinary procedure and hence I was able to eliminate any risk of litigation.
- Made recommendations and developed guidelines on salary structure adjustments and new hire compensation.
- I functioned as a strategic partner to drive key HR initiatives.
- Counseled employees and managers on performance standards and employee relation issues.
- Primary contact for employees on benefit/payroll concerns.
- Assisted line management in managing day-to-day employee issues; implement policies, procedures, or programs while adapting operations to accommodate different business practices.
- Designed, developed and communicated an Incentive plan for sales and marketing staff, which resulted in increased earnings to the business and payouts to employees.
- Trained front office staff on communication skills and also trained managers on performance management and people skills.
- Developed and utilized employee surveys to increase organizational performance and processes.
- Conducted new employee orientations which included explaining policies and procedures, and giving a tour of the facilities.
- Led in the recruitment of middle level and entry level employee that included placing job adverts, shortlisting, interviewing, selecting and placement
- Accurately and efficiently processed and entered employee data, including new hire information, job transfers, salary & title changes, and separations in the Human Resource System(HRMIS)
- Created HR operational reports.

- Ensured that leave was utilized appropriately and encouraged staff to go on leave as it will help them to be more productive.
- I developed an efficient filing system thus ensuring that all the required documentation was in the personnel files.

Other Responsibilities

- I was tasked with ensuring that the office run efficiently in absence of the administration manager and this involved making sure that the office was opened on time.
- I supported procuring of office supplies including office stationeries and refreshments
- Ensuring that we had all the legal documentations for running an office and those that are renewed annually, the renewals are done on time to avoid penalties.
- Supported fleet management by assigning vehicles and motor bikes to different tasks as request by different departments.
- Ensured that incoming telephone calls and emails were responded to promptly
- I supported in management of petty cash.

Sports Beyond Infinity (Kayole, Nairobi)

Human Resource Intern, April to August, 2013

- I supported the recruitment process including shortlisting of candidates, inviting them for interviews, interviewing the candidates, selection and placement
- I was able to manage employee files electronically and manually to ensuring easier retrieval of the files when they were required.
- Was involved in the employee relation procedure which included disciplinary procedure.
- I was able to organize team building activities for staff together with service providers and we were able to foster team spirits which increased productivity.

Other Trainings Attended

- 7th October, 2017 Effective Conflict Management, Academy of Certified Human Resource Professionals
- 30th September, 2017 Effective change management, Academy of certified Human Resource Professionals
- 15th September, 2017, Generation Y motivating and leading this generation, I Performance Africa.

References

- 1) Mr. John Kiriama
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- 2) Ms. Eunice Njoroge
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- 3) Mr. Samason Atieno
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