

RACHEL OKUOM
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CAREER OBJECTIVE

To extensively utilize my skills and experience in Human Resource, Training, and all that appertains to the profession and identify a career path that will lead me to make a difference through initiating and delivering strategic solutions to organizations.

Personal Profile

I am an all-round HR professional with vast knowledge and experience in talent acquisition, learning and development, succession planning, performance management, coaching, mentorship and talent management.

I have worked with staff from almost all corners of the world and of diverse backgrounds and cultures. I am team player, with over eight years' consistent experience in the field of HR management and Administration in Parastatal, NGO and Private set up. I am very adaptable to varied work environment, and ready to learn. I am a good communicator and motivator, lead by example and copes well under pressure.

I am an MBA Graduate from University of Nairobi; a holder of Bachelor of Business Management degree in Human Resources Management and a Post Graduate Diploma in Human Resource Management. A duly licensed HR Practitioner number 018502, a Full member of the Institute of Human Resource Management (IHRM). A certified Workplace Counsellor, a Certified Coach by Coaching Development Institute. I am currently pursuing SAP Success factors certification. I am a creative and enthusiastic individual with a diverse range of administrative and technical experience.

My Personal Attributes:

- ❖ I demonstrate passion for my position and approach all tasks in an enthusiastic way. I am committed to upholding professional standards
- ❖ I take responsibility for own actions and visibly supports the senior leadership team and their agenda
- ❖ I am results-focused; I do understand what is important to staff, clients and management. I am committed to achieving goals.
- ❖ I have good communication skills and able to handle complex and difficult situations with thought and confidence. I have a good ability to deliver appropriate information to the right people.
- ❖ I possess the ability to explain detailed legal labour and policy information to staff and management in a straightforward way
- ❖ I uphold high integrity standards and is sincere in own behavior and in dealings with others
- ❖ I am self-motivated and self-aware and recognize my own strengths and weaknesses and is committed to personal development
- ❖ I take a broad interest in the success and development of an organization and the Human Resource function as a whole.
- ❖ I have a great passion for HR

WORK EXPERIENCE

Kenya National Bureau of Statistics – November 2016 – Date Manager, Human Resource Development (MHRD)

Reporting to the Senior Manager, HRMD the MHRD is responsible for driving the HR strategy and practices for KNBS. My duties include partnering with the other departments in advising them on the key HR issues and managing employee wellness. Anticipating and recommending approaches to addressing potential organizational challenges and managing stakeholders to develop and implement appropriate solutions. Specifically, I have played an active role on employee resourcing, managing learning and development while creating a learning organization, reward management, employee wellness to ensure employees are satisfied. I participate in policy development and implementation, supporting organizational development and training, coaching managers and employees to ensure organizational effectiveness and other duties as necessary to ensure successful delivery of key HR objectives. As a Secretary of KNBS advisory committee, I play a key role in advising in matters pertaining to staff promotion and disciplinary management.

SONY Sugar Company – October 2012 – May, 2016 - Human Resource Development Manager

Reporting to the Head of Human Resource of the Company, the role had an overall responsibility for the HR function. Key accountability included; providing HR services such as recruitment and retention, talent Management, performance management, succession planning, compensation, job evaluation and benefits administration, training and employee/labor relations. I took lead in the implementation of change management programs, implementation of Job evaluation, balance scorecard training. As a trained QMS and EMS auditor, I had a role of ensuring the systems in place support management decisions.

In summary, the position required me to plan, direct, and coordinate human resource management activities of the organization to maximize the strategic use of human resources and maintain functions such as employee compensation, recruitment, personnel policies, labor relations, performance management and regulatory compliance among others.

CARE INTERNATIONAL IN KENYA – December 2010 – October 2012 - Regional Human Resource and Administrative Officer

Reporting to the Human Resource Manager, I was responsible for building HR management capacity at the Sub - Office level for Organization. Key to this role was Coordination of Human Resources activities by offering sound advice on HR practices while giving advice of the laid down policies and objectives. I was responsible for assisting in the administration and implementation of HR strategies focusing on achievement of the required results. Specifically, my roles entailed Manpower planning and staffing within the country programme with a focus on diversity, Interpretation and implementation of CARE HR policies and procedures, Co-ordinated staff performance including induction, probation and the annual performance evaluation, supported in training and development activities including planning and delivering within the country and fostering a workplace environment consistent with the organization's values, mission and vision. I also had an opportunity of supporting Field Officers in implementing HIV/AIDS policies in the region.

KENYA FOREST SERVICE - June 2008 to November 2010 - Human Resource Officer

Reporting to the Senior Human Resource Officer, I was charged with the performance management of staff at KFS. Specifically, I advised on the best practices during appraisal and followed through to submission. Implementation of the reports given was also key which I was able to execute successfully.

SPECIFIC ACHIEVEMENTS IN MY CAREER

- ❖ Took lead in the Development of KNBS training plan and its implementation
- ❖ Was able to set a functional office of HR while at CARE International and trained the staff on key HR policies.
- ❖ I fostered a great working relationship with the Government Officials that made handling labor relations easier than had been the case prior to my posting.
- ❖ Directly took leadership in the recruitment of both Senior and junior staff at SonySugar and KNBS
- ❖ Successfully implemented Training and Development and introduced Leadership Development programs at SonySugar
- ❖ I was a key driver to change Management and Balance scorecard drive which was a success and being used to date.
- ❖ I was able to partner with the County government to drive the company's agenda and to foster great relationship with them.
- ❖ I introduced and implement succession planning tool while at SonySugar which ensured work continuity in case of staff exit.
- ❖ I came up with talent management process through talent mapping which enabled us identify potential staff who could take up leadership positions.

SPECIFIC RESPONSIBILITIES:

ADMINISTRATION: Managing all HR related administration including time card processing, leave tracking and benefits management. Providing pragmatic and consistent guidance and advice to managers on grievance, attendance, disciplinary, and performance issues.

COACHING: Serving as a coach to employees and program and leaders in building high performing teams and enhancing employee engagement.

EMPLOYEE RELATIONS: Managing employee relations issues in partnership with Organization Leadership, HR leadership and Legal Affairs. Serving as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.

EXITS: Facilitating exit process for terminating employees including; administration, and on-line or in-person exit interviews. Managing turnover data by administering reports and facilitating change based on trends in an effort to improve employee engagement.

LEARNING PROGRAM IMPLEMENTATION and TRAINING NEEDS ASSESMENT: Facilitating non-initiative and non-mandatory, instructor-led learning activities in the locations they support when a need is identified. Carrying out annual Training Needs Assessment so as to identify training needs in order to design an appropriate training program for all cadres of staff and place the staff in these programs.

PERFORMANCE MANAGEMENT: Driving and monitoring the effectiveness of performance management and goal setting initiatives, including leadership and professional development initiatives.

HR POLICY: Ensuring HR policies, and guidelines are reviewed and updated on an ongoing basis, facilitating appropriate solutions to discrepancies and legislative and regulatory changes. Facilitating the understanding of all HR policies by the staff and managers in the organization. Ensure enforcement of the organization policy in terms of HR management.

TALENT MANAGEMENT: Partnering with Managers of the organizations and employees to asses and build the strength of current talent and ensure optimum utilization of the same by the organization.

RECRUITMENT: Ensuring that organizations tap the best human resource talent in filling the positions in the organizations. Drafting job advertisements and staffing the positions with the best available skill in the market.

HR BUDGET MONITORING: Following the HR budget of programs and ensuring new needs are identified and filled as appropriate while flagging areas of over expenditure that require attention and remedy.

CONTRACTS ADMINISTRATION: Administering employment contracts and keeping up to date records of all employees in conformity with labor laws and the policies.

DISCIPLINE MANAGEMENT: Tasked with the responsibility of ensuring employees' compliance with organization policies and the labor legislations and taking remedial action from corrective interviews to warning letters to separation from employment.

MEDICAL INSURANCE ADMINISTRATION: Managing the staff medical insurance schemes by facilitating hospitalization, insurance records amendments including deletions, additions, claims and complaints from the staff and act as the contact person between the organization and the Medical Insurance Service Providers.

EXPAT STAFF ADMINISTRATION: Assisting in negotiating and managing expatriate housing including liaising with Operations Department to obtain official approval of leases, administrative issues with regard to expat housing e.g. electricity and water to ensure timely payment and ensuring all termination of lease processes are performed in an efficient and transparent manner. Liaising with Logistics/Admin officer to ensure valid visa and work permit documents for the expat (Third Country National) staff.

LABOUR RELATIONS: Conducting negotiations with unionisable staff and assist the employer in administering employees' grievance so as to reduce and control industrial unrest. Representing the organization at personnel-related hearings and investigations at the Ministry of Labour Offices and in the Courts of Law.

EMERGENCY PREPAREDNESS, HEALTH AND SAFETY: Responsible of the Emergency Preparedness plan where or HR/Admin aspects in the event of an evacuation or emergency. Ensuring that the work environment is safe and conducive for the employees of the organization and any risks to their health and safety are promptly mitigated.

EDUCATION QUALIFICATIONS

UNIVERSITY OF NAIROBI – September 2011 – December

2013 MBA – Strategic Management

Project Title – *Diversification Strategy on the Performance of South Nyanza Sugar Company Limited, Kenya.*

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY, 2004-

2008 Bachelors of Business Management, Human Resource Option.

INSTITUTE OF HUMAN RESOURCE MANAGEMENT January – December,

2010 Certificate in work-place counselling

INSTITUTE OF HUMAN RESOURCE MANAGEMENT January 2010-December,

2010 Higher Diploma in Human Resource Management.

Kenya School of Government - October - November 2018

Senior Leadership Development Program

Coaching Development Institute

2019 – Diploma in Executive Coaching (On going)

ARCHBISHOP NJENGA GIRLS SCHOOL - February 2000 – November 2003: KCSE

TRAININGS ATTENDED

- ❖ Institute of Human Resource Management - Employment Law
- ❖ Institute of Human Resource Management – 21st Century Talent Management
- International Supply Chain – Procurement Training
- ❖ Millennium Management Consultants – Balance Scorecard
- Quality Management Systems – KEBS
- ❖ Environmental Management System – KEBS
- ❖ Information Security Management Systems - KEBS
- Enterprise Risk Management - PwC
- ❖ Ministry of Labour - Occupational Health and Safety Practice
- Visionary Consultants - Change Management
- ❖ Ethics and Integrity Institute – Workplace ethics and management
- ❖ Ministry of Planning and devolution – Performance Contract Management
- Cornerstone Institute - Gender and Disability Mainstreaming Workshop CARE
- International - Performance Management
- ❖ CARE International – Conflict Management and resolution.
- CARE International – Gender Mainstreaming
- ❖ CARE International – Job evaluation
- RedR UK– Employee Personal Safety

PERSONAL ATTRIBUTES - Quick learner, Proactive, Great decision-making skills, Problem Solving skills, Enthusiastic, Adaptable, Flexible, Good communication and Interpersonal skills, Analytical skills, and Good sense of humor

INTERESTS - Reading, writing, travelling, music and charity work **MEMBERSHIP**

– Full Member of the Institute of Human Resource Management

Appointed a member to the Membership Committee by the Council

REFERENCES

Ann Mburu, HSC
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