

RAHAB WAINAINA
P.O Box 830-00100, Nairobi, Kenya
Mobile: +254720984566 Email: rahabwain@gmail.com

EDUCATION

Keele University M.A., Human Resource Management, Merit	Newcastle under Lyme, UK 2011
University of Nairobi B.A., Economics and Sociology, Second Class Upper Division	Nairobi, Kenya 2007

PROFESSIONAL DEVELOPMENT

Certified Human Resource Professional (CHRP)	Ongoing
Acumen-African Management Initiative management program	2016
Diploma, Human Resource Management	2010
Certified Professional Accountant Part 1 and 2	2004-2006

WORK EXPERIENCE

INTRA AFRICA ASSURANCE CO. LTD. **Nairobi, Kenya**
A general insurance company with seven branches country-wide

Key Achievements

Employee Satisfaction Survey rating of 85% on being better organisation compared to 6 months prior; rating of 82% on there being positive change since the last team building
Developed and implemented Grievance and Disciplinary policy
Review of HR Manual in liaison with Federation of Kenya Employers (FKE)
Amendment and implementation of Pension Trust Deed and Rules in line with internal changes and Retirement Benefits Authority (RBA) guidelines
Regularised payroll to align with Board resolution and Employment Act 2007

Human Resources Manager **04/2018 to date**

- Advisory role in company restructuring, office merger and implementation of resultant decisions.
- Performance Management process development and implementation.
- Leading companywide and departmental change management initiatives.
- Implementation of effective internal controls to ensure compliance with regulatory agencies.
- Preparation and presentation of HR reports at the Nomination and Remuneration board committee.
- Trustee of the Pension committee, representing the sponsor i.e. employer.
- Member of implementation committee of ISO 9001:2015; developed process descriptions and risk registers

SANERGY **Nairobi, Kenya**
An award-winning company in the sanitation and waste management sector

Key Achievements

Managed an intercompany transfer including change management for affected staff and stakeholders
Settlement of historical overtime claims, mitigating any future litigation
Revamped the leadership in field teams leading to 75 percent reduction in disciplinary cases
Developed and implemented the employee engagement, 360-degree feedback and upward feedback surveys, influencing organisation-wide changes
Designed and implemented new performance management process, making for effective performance measurement
Employee of the month-recognised for willingness to help and approachability as Sanergy has grown to a 280-person team
Pioneered a functional HR department by setting up HR processes and procedures including HR manual development, designing job descriptions and managing employer-employee relationship

HR Business Partner**01/2017 - 03/2018****Senior Human Resource Officer****04/2015 - 12/2016****Human Resource Officer****02/2013 - 03/2015****Human Resource Assistant****02/2012 - 01/2013**

- Business partnership: Provided expertise and support to business units to enhance achievement of their goals and overall business goals
- Recruitment: Developed job descriptions, vacancy announcements, interviewed, extended offers and processed immigration documents leading to desired 60-day turnaround for all job candidates
- Staff orientation and exits: Managed on boarding, decreasing time to productivity for new hires hence higher staff retention. Conducted exit interviews and processed final dues for departing staff
- Employee records: Maintenance of staff files and data on the HRIS, BambooHR and conducting HR audits.
- Contract management: Contract processing and monitoring and staff sensitization on contract terms
- Employee welfare: Sourced for benefit providers, negotiated best possible service and returns, implemented and managed benefits and advised on annual renewals for medical, group life, GPA/WIBA and pension
- Leave management: Automated the leave process, aligned leave policy to the law and monitored leave
- Payroll management: Provision and monitoring of staff information, issuance of payslips and resolving payroll related matters
- Performance Management: Oversaw the performance management function organisation-wide, including spearheading the development of an automated performance review process
- Learning and development: Training needs analysis and staff training, enforcing continuous staff development.
- Reward management: Devised creative ways of rewarding outstanding staff including commendations
- Grievance and disciplinary: Investigated disciplinary issues, processed letters, conducted disciplinary hearings and communicated decisions to staff, ensuring fairness and compliance
- Labour relations: Negotiated the Recognition agreement and CBA (Collective Bargaining Agreement) and attended alternative dispute resolutions like Conciliation. Also managed redundancy cases
- Staff training: Trained staff on new policies and legislation e.g. new NSSF Act 2013, ensuring enlightenment on current issues and minimizing misconceptions
- Health and Safety: Member of the Emergency Preparedness team, undertook project that overhauled health and safety at Sanergy and later devised the emergency preparedness protocol
- Policy development: Development and maintenance of the HR policy manual including policies such as performance management policy, probation policy, grievance and disciplinary policy and overtime policy
- Team management: Management and coaching of junior HR staff ensuring realization of HR objectives
- Staff communication: Led communication efforts across the organisation on variety of topics
- Budget compliance: Review and approval of HR-related expenses
- Events management: Organized companywide events to enhance company culture-Health Awareness Day, Annual Company Party
- Projects:
 - Aligned staff contracts with the labour laws ensuring legal compliance and favourable work conditions
 - Designed human resource documents such as the staff information sheet forming the basis for HR processes
 - Executed the HRIS, BambooHR, resulting to efficient staff management due to centrality and accessibility of staff data
 - Streamlined employee affairs protocol, decreasing resolution time for internal employee cases by 50 percent

KEELE UNIVERSITY**Newcastle under Lyme, UK***Leading UK University in student satisfaction - National Survey 2014, 2015, 2016***Key Achievements**

Launched the Volunteer Ambassador role to sensitize students on volunteerism, following low participation

Led environment-based volunteer efforts at Newcastle Countryside Project. Received awards of distinction

Recruitment Assistant**01/2011-12/2011**

- Organized open days and site visits for prospective students; providing pre-Keele experience making it the go-to university
- Maintained accurate student database and filing system enhancing efficiency in student recruitment

- Supervised student ambassadors in recruitment efforts for prospective students

BRITAM

Nairobi, Kenya

An award-winning financial services firm operating regionally

Key Achievements

Won an award for being the most innovative in a rebranding exercise

Developed and implemented the cashbook system leading to effective cash and client tracking

Accounts Assistant

01/2008 – 09/2010

- Maintained the cashbook and processed sales commissions ensuring timely and accurate payments to Sales staff
- Bank reconciliations and accounts analysis
- Facilitated team activities and conducted new staff orientation which enhanced cohesion and company culture

SIFE, UNIVERSITY OF NAIROBI (now ENACTUS)

Nairobi, Kenya

A pre-professional students' association carrying out entrepreneurial projects

Key Achievements

National champions representing Kenya in the 2007 SIFE World Cup Competitions in New York, emerging semi-finalists

1st Runners up in the Coca Cola entrepreneurship topic award, 2007

Guest interviewee on a business programme on KTN on 8th May 2007. Theme, "Poverty reduction through entrepreneurship"

Semi-finalists at the 2006 SIFE World Cup Championships in France

Interviewed and featured on BBC Radio in September 2006 on a project whose aim was to empower street children

President

06/2006-06/2007

- Managed a team of thirty volunteer students
- Coordinated team projects, ensuring impact and sustainability
- Developed and maintained stakeholder relationships

Campus Representative

05/2005-05/2006

- Sought project partnerships to facilitate outreach projects
- Project lead for a project involving street children, aimed at providing capital for prospective businesses

MEMBERSHIP, LEADERSHIP & AWARDS

Kenya Institute of Management, Member

Institute of Human Resource Management (IHRM), Full Member

Loreto Limuru Alumni Association, Treasurer

ENACTUS, University of Nairobi, Business Advisory Board Member

SIFE, University of Nairobi (now ENACTUS), President and Campus Representative

Pillars of Africa, Business Icon-Female Category, 2014 Finalist

Silver and Bronze Awards, Volunteer Experience, Keele University, UK

REFEREES

Anne Nyakio, HR Consultant, Anchor Consultants, Nairobi, P.O. Box 41139-00100, +254 727093401, nyakiom@gmail.com

Simon Dixon, Co-founder, Kwangu Kwako Limited, Nairobi, +254 707 088211, simon.dixon@kwangukwako.com

Mandy Firth, Development Manager, Festival Drayton Centre, Frogmore Road, Market Drayton Shropshire, UK, TF9 4AX, +44 1630 654444, mandy@firths.plus.com