

J.N. Mburu, MBA Projects Management, ITIL, PMO

OVERVIEW

COMPETENCIES

- Seasoned Project manager, with administration and operations skills
- Projects and Program management
- Business process re-engineering, Procedure & Process development
- Business transformation projects
- Change management
- IT systems training
- ERP IT Systems Implementation
- Systems Support

STRENGTHS

- Team leadership and hands on management of projects and programs
- Change management implementation information
- Systems training, functionality utilization assessment
- Generation of reports using structured query language especially with oracle database
- Vendor management
- SAP, Oracle ERP Systems Implementation

EDUCATION PROFILE

- | | |
|------|--|
| 2016 | MBA - Projects management at Africa Nazarene |
| 1997 | BA hons second class honors university of Nairobi |
| 2013 | ITIL Certified |
| 2012 | PMP Trained |
| 2010 | PMP course – Training at center for finance and project management Nairobi |
| 1999 | Diploma certificate in systems (installation) methodology development at Puente Nuevo Spain. |
| 1998 | Certificate in consultancy skills at Puente Nuevo Spain. |
| 1985 | “A” level certificate at Mary Leaky girls’ high school, NBI |
| 1983 | “O” level certificate at Mary Leaky girls’ high school NBI |

TRAINING

- | | |
|------|--|
| 2003 | Introduction to SAP ERP: R/3 System and ABAP 4 programming) Soluziona |
| 2000 | Certificate in C++ programming from NIIT Computer College. |
| 2001 | Projects management & Change Management, Soluziona |
| 1997 | Power builder programing, SQL Plus, Visual Basics, Access, SQL, crystal reporting. |
| 1996 | Windows and office packages, Soluziona |
| 1995 | Certificates in IMIS at the Institute of Advanced Training (IAT) |
| 1995 | Certificates in introduction to computers from Paip Computer College Nairobi. |
| 1994 | French at alliance Francaise Nairobi. |

SEMINARS

- Leadership development
- MS Project 2008
- Change Management
- Consultancy Skills
- IT project management seminars

MEMBERSHIPS

- Project management Institute
- Africa ICT Information Technology Telecom
- Presidential Digital Talent Mentorship program

WORK EXPERIENCE

OVERVIEW: Professional expertise working in various projects:

- Set up and operational management of PMO (Project management offices)
- End to end project management role in the following areas for SAP and Oracle sites:
- Requirements gathering, processes review implementation delivery of information systems (Oracle and SAP) e.g. ERPs (FICO, HR, MM, BI, Plant maintenance & Logistics), document management systems for various organizations:
- Data campaigns, analysis, and reporting
- Change Management process implementation
- Organizations requirements gathering and training needs analysis for various clients
- Vendor contracts and engagement management
- Quality Assurance during projects life cycle and Risk identification and responses
- Systems support management ensuring implementation best practice

January 2018- To date

DIRECTOR PROJECT MANAGEMENT OFFICE (PMO) OFFICE

- Set up and operational management of PMO (Project management offices)
 - End to end project management role in the following areas for SAP and Oracle sites:
 - Current Ongoing projects under PMO:
 - ✓ Kenyatta national hospital systems implementation -**SAP ERP, Hospital Modules, HardsWare & Security**
 - ✓ Business Process Reengineering at NHIF
 - ✓ Health Information System Kajiado County
 - ✓ Water billing System for Kajiado County
 - ✓ Infrastructure installation at **Revenue Benefits Authority (RBA)**
 - ✓ Implementation of a pensions management System at Central Bank of Kenya (**CNK**)
 - ✓ Fintech Projects partnering with Airtel, Echo bank (Micro lending, Airtel money agents, GSM dealers, value chain digitization, overdrafts, and advance enabling)
-

October 2015- Dec 2017

SENIOR PMO CONSULTANT, INTRASOFT INTERNATIONAL

In-charge of key PMO role in projects management and Quality Assurance in the “Huduma Kenya Service E- Enabling and Cost Tracking Systems Project”, SAP Housing Finance SAP implementation and KRA BI Implementation.

○ *Huduma Kenya*

The project aimed at improvement of service delivery and provision of efficient services to Kenyan citizens, providing a multichannel ‘single window’ citizen access to transactional Government services using a variety of channels such as:

- One Stop Shop Citizen Service Huduma Centers
- Online Web Portal
- Mobile Phone Platform
- A Huduma Call Centre
- Integrated Huduma payment gateway including a smart card

○ *KRA*

- Involved in KRA BI/DWH implementation by Intrasoft International

○ *SAP Implementation, Housing Finance*

- Implementation and Support of SAP FICO Implementation ensuring Management and representation of all accounting data - All business transactions are recorded according to the document principle, which provides an unbroken audit trail from the financial statements to the individual documents.
- Ensuring Open and integrated data flow. The below modules were implemented:
- General Ledger (FI-GL)
- Accounts Payable (FI-AP)
- Accounts Receivable (FI-AR)
- Cash Management and Bank Accounting (FI-BL) -AA)

June 2012 - August 2015

CONSULTANT MANAGER PMO, BRITAM, ORACLE SITE

- Set up of a PMO office for the group and overall in-charge on all PMO administrative duties
- Involved in complete end to end project management life cycle for the implementation of a highly complex, large- scale, and strategic IT and Business Corporate Initiatives for Britam Strategic Plan.
- Involved in all PMO operations and responsibility working with various consultants, project managers and business teams.
- IT Strategy implementation ensuring alignment with the evolving business strategy and technology innovations especially Cloud, mobility, social media and Big Data
- Implementation of *Project Jawabu* a New Business Applications Portfolio hinged on Britam 3.0 Enterprise Architecture Blueprint to enable an intelligent organization with below solutions:

- Oracle E-Business Suite ERP - Wave 1
- Business Intelligence and Analytics (BI 3.0) – Wave 1
- Pensions Administration - FundmasterXi

May 2009 - May 2012

CONSULTANT MANAGER PMO, ESSAR TELKOM KENYA LIMITED

- End to end Set up and management of a Project management office (PMO) for Essar Kenya (YU Network)
- Management of multiple projects for Essar Kenya Africa office which included SAP i.e. Finance, HR, procurement, Materials SAP management
- Implementation of Essar IT Infrastructure (Data center and Unified communication system)
- Worked with a team of business analysts and developers to ensure good system uptake.
- Quality assurance role during initiation, planning, analysis design, implementation, training and all user and unit tests.
- Management of Essar Kenya MIS team, overseeing the development of reports & data integrity

Aug 2006 – April 2009

SENIOR CONSULTANT/PROJECT MANAGER INDRA SA (FORMER SOLUZIONE)

- *Project: implementation of customer care & billing System, UMEME LTD Uganda*
 - Involvement in Umeme business needs analysis on new initiatives identified
 - Data gathering, Data analysis and data conversion
 - Formulating and designing standard Policies and procedures for UMEME business units
 - Training and implementation of customer care and billing system
 - Systems performance assessment and achievement compliance
 - Conduct internal audits at project and organizational level in accordance to agreed audit procedure, assessing the compliance against the contractual obligations,
 - Continuously assess and monitoring of the performance of the processes applied and the satisfaction of the project's quality objectives in an quantitative or qualitative approach (on time delivery, resources availability and adequacy, quality of product and services, status of issues and risks fostered, client satisfaction

Sept 2005– July 2006

CONSULTANT, CUSTOMER SERVICE AND BILLING, POPOTE WIRELESS

- End to end project management in the Implementation of customer care and billing system
- Training and implementation of customer care and billing system
- Systems performance assessment and achievement compliance.
- Quality control, Standardization and procedure assessment.
- Development of Procedures Implementation
- Management of Pre and post-paid customers using the system

March 2004 – Aug 2005

CONSULTANT - PROJECT MANAGER – TELKOM KENYA

- Performed Feasibility analysis for computerization of Telkom Kenya limited Company
 - Project Manager for Detecon international GmbH & Netfast communication ltd
 - Performed Business feasibility analysis and recommendations of preferred best practice
 - Business analysis on existing information system at Telkom Kenya
 - Billing & customer care, human resource, finance & procurement
 - Data services, operation and maintenance
 - Recommendation for the most suitable information system for Telkom Kenya
 - Tender document preparation in readiness for vendor appraisal and award for re-engineering
-

November 2003 to Feb 2004

PROJECT TEAM LEADER SOLUZIONE KENYA (CURRENTLY KNOWN AS INDRA SA)**Project: Business improvement Solutions project (BIS) at Zambia electricity company (ZESCO)**

- Implemented Billing /customer care and Incident management systems
 - End to end project management on data campaigns gathering and analysis for the implementation of the billing, customer care and Incident management systems
 - Change management training to all users
 - System utilization reporting and support after Go live
 - Overall team human resource management
 - Quality assurance role which included development of a monthly Project “Quality” Performance Reports.
 - Generation of key performance indicators for projects and services
-

January 2003 to October 2003

PROJECT TEAM LEADER SOLUZIONE KENYA (CURRENTLY KNOWN AS INDRA SA)**PROJECT TEAM LEADER SOLUZIONE KENYA**

- *Project: SAP ERP Implementation at Kenya Ports authority Mombasa*
 - Implemented SAP FICO, MM, Plant maintenance and HR modules at KPA
 - Feasibility analysis and best practice recommendation for KPA
 - Functional design document development and system functionality specifications for KPA
 - Preparation of workflow procedures and implementation of the same
 - Systems quality control and utilization assessment.
 - Detail report generation and system functionality process monitoring
 - Change management and training

PROJECT TEAM LEADER SOLUZIONE KENYA (CURRENTLY KNOWN AS INDRA SA)

- *Project – Implement a Document management system (DMS), KENGEN*
 - In charge of entire DMS project managing through the various stages of project life cycle till closure
 - Covering the setup of an enterprise content management (ECM) system/document management and provision of necessary integration interfaces to enable other systems to integrate to the document management system.
 - Tested and ensured scanning of documents and extraction of key information from scanned documents.
 - Tested and ensured web-service-based integration capabilities as well as screen-based integration (e-learn mode)
 - Delivery of capability to push data from scanned documents to other processes and workflows
 - User Support to executives in reports generation
 - *Project SAP Materials Management*
 - Responsible for implementation of the MM Module for Basic Procurement and Special Procurement
 - Ensuring a clear, definitive project plan with WBS elements for Kengen MM Module, networks, and activities planned for all major work-stream
 - A clear list of deliverables, milestones, templates, and instructions on their usage are provided for the entire project.
 - Deliverables are clearly tied to project value
 - Project weekly and monthly reporting
 - Project management team meetings and coaching
-

Aug. 2000 to July 2001

PROJECT TEAM LEADER SOLUZIONE KENYA (CURRENTLY KNOWN AS INDRA SA)

Project Vision 2000 Zimbabwe electricity supply company project (ZESA)

- Implementation of the incidence management system
 - In charge of the end to end project managing through the various stages of project life cycle ensuring Zesa business feasibility analysis, project phase delivery documentation and sign offs.
 - Data gathering, data conversion, data analysis and actual system user training before Go live.
 - Preparation of the procedures for the I.M.S prior to Go Live
 - Change management process analysis and implementation including:
 - Management of objectives and improvement plan
 - Change attainment plan
 - Provision of a set of appropriate training policies and procedures
 - Test and develop training methods, materials and manuals
 - Entire project budget management and accountability
-

1996 February- July 2000

PROJECT TEAM LEADER SOLUZIONE KENYA (CURRENTLY KNOWN AS INDRA SA)**Project Institutional strengthening project at the Kenya power and lighting company (KPLC)**

- Integrated customer care/billing and incidences management system (IMS).
 - Design and construction system (DCS)
 - Facilities database information system (FDB) for KPLC network i.e. data details feasibility I undertook the following role in a phased delivery of the above systems as a team member:
 - Data gathering and data analysis as well as procedure development working with system developers
 - System Processes and procedure documentation and training of the same to users
 - System functionality testing prior to Go live
 - Actual user training delivery for the three systems
 - User System support ensuring full functionality utilization and report generation for executives
-

1994 -1995

STUDENT GRADUATE

- Junior sales and marketing executive for manufacturing and consultancy and Penta Convers limited companies consecutively.

SEMINARS

- Attended training on leadership skills development.
- MS Project 2008
- Various IT projects management seminars

MEMBER

- Project management Institute
- Presidential Digital Talent mentorship program
- Africa ICT - Information, Technology, Telecom

REFERREES

**WAMBUI MBESA,
COUNTRY CHIEF EXECUTIVE,
INTRASOFT INTERNATIONAL (KENYAOFFCIE)
NAIROBI.
MOBILE: 0738746666**

**EDWIN KINYANJUI
SENIOR ERP CONSULTANT ALTTAB
NAIROBI
MOBILE: 0733254132**

**SHEILA ODIKO,
INDEPENDENT CONSULTANT
CITY SQUARE NAIROBI
NAIROBI.
MOBILE: 751111009**