

## **EDUCATION**

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

## **PROFESSIONAL DEVELOPMENT**

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Member of the Kenya Bureau of Standards (KEBS) Technical Committee on HR	2020 to date
Certificate of Proficiency, Trustee Development Program Kenya (TDPK)	2021
Certified Human Resource Professional (CHRP-K)	2020
Acumen Senior Managers Acceleration Program	2016
Diploma, Human Resource Management	2010
Certified Professional Accountant Part 1 and 2	2004-2006

## **WORK EXPERIENCE**

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<b>DAVIS &amp; SHIRTLIFF</b>	<b>Nairobi, Kenya</b>
<i>A Regional company that provides borehole, solar and water treatment solutions</i>	

<b>Senior HR Manager</b>	<b>06/2021 to date</b>
<ul style="list-style-type: none"><li>• Maintenance and development of policies.</li><li>• Performance Management including HR Metrics.</li><li>• Talent and Career development initiatives.</li></ul>	

<b>INTRA AFRICA ASSURANCE CO. LTD.</b>	<b>Nairobi, Kenya</b>
<i>A general insurance company with seven branches country-wide</i>	

### **Key Achievements**

Developed companywide job descriptions, following restructuring and process integration.  
Resolved outstanding pension issues, safeguarding staff retirement benefits.  
Implemented multiple communication channels ensuring timely and effective dissemination of information.  
Employee Satisfaction Survey rating of 82% on there being positive change since the previous 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 and regulatory changes.  
Regularised payroll to align with Board resolution and Employment Act 2007.

<b>Human Resources Manager</b>	<b>04/2018 - 05/2021</b>
<ul style="list-style-type: none"><li>• Overseeing the human resource function, ensuring adequate strategic support and partnership.</li><li>• Organisational planning, including restructuring and office relocation.</li><li>• Change management interventions, aiding companywide culture change efforts.</li><li>• HR reporting including HR Metrics and Analytics to the board of directors and management.</li><li>• Workforce planning including staff development, retirement and succession planning.</li><li>• Managing the staff welfare committee, promoting employee wellness and wellbeing.</li><li>• Performance Management process development.</li><li>• Member of the steering committee for Strategic Planning.</li><li>• Sponsor-appointed trustee of the Intra Africa Assurance Retirement Benefits Scheme.</li><li>• Quality Management System; ISO 9001:2015 committee member.</li></ul>	

**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.  
 Influenced company-wide changes following feedback from 360-degree feedback and upward feedback surveys.  
 Designed and implemented new performance management process, ensuring effective performance measurement.  
 Member of the Emergency Preparedness team.  
 Employee of the month-recognised for willingness to help and approachability.  
 Pioneered a functional HR department by setting up HR processes and procedures including HR manual design.

**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**

- Provided strategic HR partnership and expertise to business units, enhancing achievement of their goals.
- HR policy development and maintenance and HR-related policies such as performance management policy.
- Team management and coaching of junior HR staff, ensuring realization of HR and company objectives.
- Companywide staff communication on variety of topics.
- Promotion of company culture through company functions and initiatives.
- Conducted HR audits, ensuring compliance with the labour laws and subsidiary legislations.
- End to end recruitment decreasing time to productivity for new hires.
- Processed immigration documents for expatriate staff leading to desired 60-day turnaround time for new joiners.
- Managed staff on-boarding, ensuring effectiveness to diverse workforce.
- Contract management and staff sensitization on contract terms.
- Oversaw the performance management function, companywide.
- Learning and development including training needs analysis, enforcing continuous staff development.
- Labour relations management incorporating Alternative Dispute Resolution Mechanisms.
- Reward and Recognition of outstanding staff through acknowledgements, incentives and commendations.
- Grievance and disciplinary management, ensuring fairness and compliance with the law.
- Benefits management including sourcing for service providers, negotiating of terms and implementation.
- Trained staff on new legislation ensuring enlightenment on current issues and minimizing misconceptions.
- Leave management and automation, aligning leave policy to the Employment Act 2007.
- Maintenance of staff records and data on the HRIS, ensuring accuracy of HR records.
- Payroll management and resolving payroll related matters.
- Managed off-boarding including redundancies, ensuring compliance with the law.
- Project Management as follows:
  - Environmental, Health and Safety project that aligned health and safety practices to OSHA.
  - Devised emergency preparedness protocol.
  - Executed the HRIS, resulting to efficient staff management due to centralization of staff information.
  - Designed human resource documents, forming the basis for HR processes.
  - Aligned staff contracts with the labour laws ensuring legal compliance and favourable work conditions.
  - Streamlined employee affairs protocol, decreasing resolution time for cases by 50 percent.

**KEELE UNIVERSITY****Newcastle under Lyme, UK***Leading UK University in student satisfaction - National Survey 2014-2016, 2018***Key Achievements**

Launched the Volunteer Ambassador role to sensitize students on volunteerism, following low participation.  
 Led environment-based volunteer efforts at Newcastle Countryside Project.

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

- Organized open days and site visits for prospective students, providing necessary pre-Keele experience.

- Maintained accurate student database and filing system enhancing efficiency in student recruitment.
- Supervised student ambassadors who were based in the Recruitment office.

## **BRITAM**

**Nairobi, Kenya**

*An award-winning financial services firm operating regionally*

### **Key Achievements**

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

Developed and implemented the cashbook system leading to effective cash and client management.

## **Accounts Assistant**

**01/2008 – 09/2010**

- Maintained the cashbook and processed sales commissions ensuring timely and accurate commission payments.
- Bank reconciliations and accounts analysis.
- Facilitated team activities and conducted new staff orientation, enhancing cohesion and company culture.

## **SIFE, UNIVERSITY OF NAIROBI (now ENACTUS)**

**Nairobi, Kenya**

*An international pre-professional students' association carrying out entrepreneurial projects*

### **Key Achievements**

Semi-finalists at the 2007 SIFE World Cup Competitions in New York.

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

Guest interviewee on KTN business programme whose theme was, "Poverty reduction through entrepreneurship".

Semi-finalists at the 2006 SIFE World Cup Championships in Paris.

Interviewed and featured on BBC Radio, on a project that empowered street children, economically.

## **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.

## **LEADERSHIP & AWARDS**

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Treasurer, Loreto Limuru Alumni Association.

Business Advisory Board Member, ENACTUS, University of Nairobi.

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

Positive Contribution to the Community Award, Newcastle Countryside Project, Staffordshire, UK.

Commendation for development of Volunteer Ambassador role, Volunteer Experience, Keele University, UK.

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

## **HOBBIES**

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Hiking & Camping, Travelling, Reading, Theatre and Monopoly.

## **REFEREES**

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