**NANCY NGENESI NJERU**

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**PROFILE SUMMARY**

As a skilled and initiative driven Human Resource Professional with vast experience in Human Resource management, I am seeking to offer my skills in an established organization. I am a visionary leader and a highly capable change- agent who consistently refines and revitalizes strategies, initiates change and facilitates solutions-driven team collaboration. I am passionate about human capital and look forward to participating in developing systems, processes and structures that will improve workforce performance. The competencies I have acquired over the years have seen me improve my skills in; performance management, strategic recruitment and selection, learning and development, HR reporting, adherence to occupational healthy & safety at the work place and conflict management. I am an individual who pays keen attention to detail while at the same time ensuring timely professional service delivery when interacting with employees and managing the daily operations of the office. I am now looking to secure a position where my skills and experience in human resource management will be utilized in improving employee engagement as a HR and Admin Manager.

**EDUCATION**

* **Masters in Business Administration, Human Resource Management**- University of Nairobi; 2015 to date
* **Bachelor of Business Administration, Human Resource Management Option** - Kenya Methodist University; 2008 to 2010
* **Diploma in Business Management** - University of Nairobi; 2006 to 2007
* **Secretarial Course: KNEC Examinations (Single & Group)** - Materi Women’s Training Institute; 1998 to 1999
* **Kenya Certificate of Secondary Education** - Kaaga Girls High School; 1992 to 1995

**KEY SKILLS AND COMPETENCIES ACQUIRED**

* **Leadership and Supervision:** Experienced in supervising team members and offering guidance and training to new staff to ensure they deliver the required results. I have also excelled handling recruiting, capacity building and managing performance of staff and ensuring an open door policy which ensured challenges were resolved faster.
* **Human Capital Management**: Proficient and knowledgeable in managing employees through ensuring they comply to the policies of the organization and conducting performance evaluations of direct reports and verifying that other supervisors also perform evaluations of their staff in a timely manner according to established procedures.
* **Operations Management:** Experienced in improving and setting up operational system processes and best practices within the organization to guarantee the organization’s well-being and ensuring the smooth running of the day-to-day operations of the office this involved; ensuring that proper controls were in place, handling strategic planning, team management and partnership sourcing and ensuring compliance with the law and apply best practice.
* **Human Resource Reporting:** Experienced in developing and consolidating HR Reporting to ensure they reflect organizational diagnostics and recommend solutions/changes to improve efficiencies
* **Strategic Recruitment and Selection:** Experienced in the strategic recruitment, interviewing and drafting of the job description for job adverts for a specific market, preparing Selection Report for candidates to coordinate induction of successful candidates and communication to unsuccessful candidates.
* **HR Strategies and Policies:**  I have been actively engaged in the continuous analysis of HR strategies and policies, assessing the impact of changes and making recommendations on their implementation to the management.
* **Conflict management and Grievance Handling-** Experienced in solve cropping problems and grievances affecting employees and also deal with disciplinary issues facing employees.
* **Performance Management:** Experienced in preparing performance contracts using balanced score card as the performance management tool, assisting the line management with preparation of performance contracts and monitoring of Performance Improvement Plans for the employees whose performance is below expectations.

**WORK HISTORY**

**Human Resource & Administrative Officer**

**Kenya Technical Trainers College; 2012 to date**

**Duties and Responsibilities**

**Recruitment, Selection and induction**

* Identifying and examining the vacant posts to be filled, preparing/reviewing the job descriptions and job specifications for the post to be advertised; carrying out the analysis of the applicants; coordinating shortlisting of the candidates for interviews, staff orientation/on-boarding upon reporting on duty and confirmation of appointment after the probationary period upon appraisal and recommendation by the supervisor.

**Staff Records and Information System Management**

* Opening and closing of personal files upon exit from service and allocation staff personal numbers
* Updating of staff records in the files and in the Human Resource Information System (HRIS) database
* Responding to queries raised in personal files and verification of documents presented by staff for updates.

**Payroll Administration**

* Setting up employee service profiles placing them in their correct grades
* Preparation of the monthly payroll through inputs of provided data by various institutions
* Salary processing; preparation of EFT data for salary uploading; preparation of payment vouchers; uploading and submission of NHIF and NSSF monthly returns; ensuring submission of other deductions remittances and printing of pay slips.

**Human Resources planning and workforce management**

* Assessing the internal workforce, determining the people available and developing forecasting on workforce demand; Supervision of the non-academic staff; organizing for staff meetings and ensuring compliance with the relevant laws and regulations.

**Performance Management and Training Needs Analysis**

* Ensuring correct placement of staff as per their qualifications through transfers and promotions
* Ensuring staff set performance targets through filling of individual work plans
* Carrying out performance appraisal, preparing performance appraisal reports and provision of feedback for the performance evaluated as per set performance targets

**Staff Welfare**

* Overseeing Quality Management Systems (QMS), Employee relations, health and safety
* Ensuring quality System implementation in the department as per ISO 9001:2015 Standards
* Handling preparation and revision of human resource management procedures
* Ensuring good working relations between the staff and management
* Ensuring adherence to Occupational, Health and Safety by staffs

**Leave and exit management**

* Management of staff annuals leave through preparing annual leave schedules and other leaves (maternity, paternity), leave allowances, issuance of retirement and terminal leaves notices, issuance of clearance forms and certificate of service to staff upon exiting service, processing of transport of baggage and terminal benefits/service gratuity and preparation staff exit reports.

**Human Resource Officer**

**The Nyeri National Polytechnic; 2011 to 2012**

**Duties and Responsibilities**

* Ensured that Human Resource procedures are adhered to as per the Quality Manual and ISO 9001:2008 Standard
* Maintained and updated the staff database using Human Resource Management System
* Maintained duty rota and daily occurrence register
* Supervised and guided staff
* Oversaw administration of staff welfare, safety and health policies; recruitment, selection and induction for BOG employees
* Maintained staff database and staff records
* Handled staff induction and orientation
* Handled preparation of Human Resource reports for the BOG employees; administration of disciplinary and grievance procedures
* Developed and reviewed human resource policies, procedures and guidelines

**Administrative Secretary - Chief Principal’s Office**

**The Nyeri National Polytechnic; 2004 to 2010**

**Duties and Responsibilities**

* Office Management
* Assisted in analyzing applications during recruitment and selection
* Ensured proper control of records
* Organized for Board of Governors meetings
* Drafted and typed correspondences; administration of the Principal’s office
* Handled tender documents preparations
* Overseeing receiving, attending and directing visitors
* Ensuring quality of correspondences and proper distribution and monthly staff returns.

**Other Responsibilities**

* Senior Management Committee Member
* Integrity Committee Member
* Disability and Gender Mainstreaming Committee Member

**TRAINING AND WORKSHOPS ATTENDED**

ISO/IEC 27001 – Information Security Management

ISO 9001: 2015 Key implementers and process owners

Job evaluation for TVET institutions

Persons living with disability and Gender mainstreaming

OSHA Act 2007 by the Directorate of Occupational Safety Healthy Institute (DOSHI)

Introduction to Computers & Operating Systems, Microsoft Office suite (Word, Excel, PowerPoint, Access), Internet & email, Desk Top Publishing (Adobe PageMaker), QuickBooks, AutoCAD & CorelDraw.

**MEMBERSHIP**

Registered Member of Institute of Human Resource Management (IHRM), Member No. 07774

**REFEREES**

**Dr. John Onsati**

Chairman, Kenya National Examinations Council IKNEC)

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Registrar

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