**MELVINE A OUGO**

**CAREER OBJECTIVES**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

To secure employment that involves extreme standards of professionalism, significantly challenging and demands personal commitment to client satisfaction. I am currently seeking an opportunity to refocus my experience in an environment where my academic knowledge, skills and participation in teamwork will be challenged and maximized.

**PERSONAL INFORMATION**

Date of Birth: 8th April 1972

Marital Status: Married

Nationality: Kenyan

Religion: Christian

Gender: Female

**EDUCATION**

**Jan 2018 – In Progress: Jomo Kenyatta University of Agriculture and Technology(JKUAT)**

Doctoral (PhD) Program in Human Resource Management

**Aug 2012– July 2017 Kenyatta University**

Master of Science - Human Resource Management

**2010 – 2012 St Pauls University**

Bachelor in Business Administration (HRM)

**2008 - 2009 Kenya Institute of Management**

Diploma in Human Recourse Management

**2006 – 2008 University of South Africa (UNISA)**

BTECH in Archival Studies

**1992 - 1994 Kenya Polytechnic**

Diploma in Archives and Records Management

**1987 -1990 Ahero Girls High School**

Kenya Certificate of Secondary Education (KCSE)

**CAREER PROFILE:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2015 – To date Kenya Bureau of Standards**

**Principal – Staff Training and Development**

**Job Role:** **Key Responsibilities:**

* Participating and Implementing the Annual Training plan on the approved training programs
* Carrying out Training Needs Assessment in all departments/Section
* Evaluating training facilities and maintaining training equipment/tools.
* Evaluating trainers on assigned duties.
* Identifying training needs in assigned functions.
* Implementing induction programs for new employees.
* Participating in the evaluation of training programs and taking up corrective measures.
* Undertaking internal staff training.
  + - * Maintaining staff training records and training providers.
      * Maintaining the Skills matrix.
      * Facilitating knowledge transfer in liaison with the Departmental Heads.
      * Follow up on training reports for sponsored and time-off staff cases.
      * Facilitate evaluation of effectiveness of training.
      * Monitoring the Training Budgets
      * Implementing the organization Training Plan for every Financial year.
* Preparing and presenting monthly, quarterly and annual performance reports to the Head of Training
* Participating in induction, training and development
* Participating in career development, succession planning and exit management
* Developing and aligning HR strategic plan to the cooperate goal
* Development of HR policies and procedures
* Reward management.
* Carrying out implementation and maintenance of Quality Management System
* Managing Employee separation
* Assisting in recruitment and selection in conjunction with line managers

**2013 – 2015 Kenya Bureau of Standards**

**Human Resource Officer – Welfare Services**

**Job Role:** **Key Responsibilities:**

* Supervise and monitor provision of tea to Headquarter KEBS staff.
* Implement Alcohol and Drug Abuse policy at work place by coordinating its activities in KEBS.
* Implement and ensure sports events designated sites are operational as per the Human Resource policy and procedures.
* Coordinate yearly events like Sports Day or End of Year party.
* Maintain Customer grievances register.
* Assist in distribution of drinking water to staff.
* Implement employee assistance programs via scheduling for exhibits of different interests for staff to benefit from such as loans bodies, cutlery exhibits, software exhibits and hire purchase items.
* Assist in logistics for events such as major staff meetings or trainings.
* Oversee and ensure welfare last expenses are implemented.

**2011 – 2012 Kenya Bureau of Standards**

**Human Resource Officer – Employee Relations**

**Job Role:** **Key Responsibilities:**

* Assists in staff performance management by updating received balanced scorecards, BSC Midyear reviews and annual reviews and provide reports.
* Provides logistics in discipline process to enforce compliance and adherence with staff rules and regulations.
* Updates the disciplinary management process register
* Assists in employee relations and industrial relations issues.
* Updates employee complaints and grievance register as per the procedure
* Coordinates the development, review and maintenance of staff Job descriptions in the organization for guidance in determining performance.
* Monitors staff time and attendance to ensure compliance with staff working hours.
* Participate in development of the sectional Work plan and budget;
* Participate in committee meetings as appropriate

1. **– 2011 Kenya Bureau of Standards**

**Human Resource Officer (Services)**

**Job Role:** **Key Responsibilities:**

* Prepare recovery schedules for approved loans applications.
* Compile monthly temporary, casual and overtime claims for processing.
* Prepare salary stop order for implementation on disciplinary cases or exit.
* Investigate salary discrepancies for use in decision making.
* Provide guidance, support on general pay queries to employees for information and necessary action.
* Maintain temporary/casual staff records including leave for reference.
* Implement Quality Management Systems audit corrective actions to avoid recurrence of nonconformities.
* Summarize staff career progressions from personal files for decision making.
* Investigate and advise management on Temporary/Casual staff pay discrepancies for decision making.
* Draft letters to the financial institutions on the loan application status.
* Provide advice and information to internal loan queries for decision making.
* Set targets and participates in evaluation of set targets to monitor performance.
* Participate in review of procedures in line with change of process.

**2005 – 2010 Kenya Bureau of Standards**

**Position: Pre-Verification of Conformity to Standards (PVoC)**

**Senior Administration Officer**

This section is responsible for conformity assessment and verification procedures applied to specific Goods/Products at the respective exporting countries, to ensure their compliance with the applicable Kenyan Technical regulation and mandatory standards or approved equivalent.

**Job Role:** **Key Responsibilities:**

* Entrusted with PVoC confidential information,
* Maintaining records/ data for scheduled imports under special local inspection programme.
* Evaluating CoCs/ NCRs/ surveillance data and generating PVoC Agents performance reports.
* Downloading targeted CoCs/NCRs daily for further analysis. Monitoring the PVoC Agents monthly and annual remittances.
* Compiling periodic compliance to PVoC regime.
* Responding to client’s queries/ enquiries.

**1996 – 2004 Kenya Bureau of Standards**

**Position: Standards Information Centre & Documentation (SICD)**

**Information Resource Officer**

Section is responsible for the maintenance and availability of standards information, library, WTO NEP and sales of standards.

**Job Role:** **Key Responsibilities:**

* Compile weekly revenue statistics of sales of standards.
* Compile acquisition list.
* Produce and send standards monthly bulletin and work programme to both internal and external customers.
* Compile the procedure manual and circulate to heads of departments, participate in publicity activities.
* Design media adverts in consultation with the head of department.

**ACHIEVEMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**July 2017 – December 2017 - Certified Human Resource Practitioner (CHRP)**

**Membership Certificate -Registered member of Institute of Human Resource Management**

(A Professional Body of HR Practitioners in Kenya)

* **Registered Member of National Quality Institute (NQI)**

(The NQI is Certification Unit of the Kenya Bureau of Standards, which is in involved in both the training and certification of management systems).

**2015- To Date :** **Board Director**

Ubora Sacco Board Member. In charge of Credits and Training of both staff or Sacco members

**Award 2017**: Declared the organization’s Super Performer based on the criteria in the procedure of Performance Management.

**Trainer in the Following Programs:**

* + - * 1. PAS 99: 2012: Integrated Management Systems (ISO 9001:2015, ISO/IEC 27001:2013, ISO 30401:2017, ISO 9004)
        2. ISO/IEC 27001: 2013 Information Security Management (ISMS)
        3. ISO 9001:2015
        4. Organizational Knowledge Management
        5. Training Needs Assessment
        6. Risk Management Based on ISO 31000
        7. Supervisory Management Course
        8. Job Evaluation
        9. Performance Management
        10. Talent Management and Succession Planning
        11. Basic HR Management functions training
        12. Pre-Retirement Training
        13. HR for Non HR
        14. ISO Human Resource 30400 Series
        15. ISO 30406: Human Resource Management – Guideline on Recruitment
        16. ISO 30408: Human Resource Management – Guideline on Human Resource Governance
        17. ISO 30407: Human Resource Management – Workforce Planning
        18. ISO 30406: Human Resource Management – Sustainable Employability Management for organizations
        19. Customer care innovation skills

**Development of Training Modules**

**Involved in development of Training Modules for the following Materials:**

1. PAS 99: 2012 Integrated Management Systems based on ISO 9001: 2015, ISO 30401 (Knowledge Management System), ISO 27001 (Information Security Management Systems) and ISO 9004 (Achieving Sustained Organizational Success)
2. Implementation of Organizational Knowledge Management
3. ISO 30406: Human Resource Management – Guideline on Recruitment
4. ISO 30408: Human Resource Management – Guideline on Human Resource Governance
5. ISO 30407: Human Resource Management – Workforce Planning
6. ISO 30406: Human Resource Management – Sustainable Employability Management for organizations
7. HR for Non HR Training Programs
8. Total Quality Management (TQM)
9. Board Induction on Good Governance
10. Management Development Skills
11. Supervisory Skills
12. Leadership Skills
13. Talent Management and Succession Planning
14. Change Management

**ACTIVIIES UNDERTAKEN**

**August 2018 Siaya County Part Time Consultancy as follows:**

* Reviewed of all the current staff establishment and aligned to the changing staffing needs of the county.
* Reviewed, refined and consolidated the draft staff establishment prepared by departments.
* Reviewed, refined and consolidated the draft organograms prepared by departments.
* Prepared a five year Staffing Plan and Establishment based on the above tasks

**February 2018 to date** Knowledge Management Steering Committee in developing Knowledge Management Policy, Framework and Procedure

**April 2014 to date** Team leader – Organization’s Staff Training Committee

**March – June 2017** Involved in Organizational Knowledge Management Audit in conjunction with Kenyatta University

**2016 – to date** Risk management champion involved in development of Risk Management Register

**2015 – To date** Team leader in theInstitutionalizing and implementing Organizational Knowledge Management

**2000 – 2004** Played an active role in commercializing SIRC’s services which involved standards sales, marketing and promotion duties.

**2005 - 2010** Was an active team player in the implementation of the Pre- Verification of Conformity to Standards (PVoC) programme from its inception.

**PROFESSIONAL QUALIFICATIONS**

* Supervisory Development Course
* PAS 99: Integrated Management Systems (ISO 9001:2015, ISO 30401:2017, ISO/IEC 27001, ISO 9004
* Implementation of ISO ISMS 27001
* TOT – Quality Management Systems based on ISO 9001: 2015
* TOT – Organization Knowledge Management
* Training Needs Analysis & Evaluation Strategy (Trainer)
* Implementation of Organizational Knowledge Management
* Human Resource Management and Development
* Strategic Planning
* Project Management
* Internal Quality Audit based on ISO 9001: 2015
* Quality Management Systems based on ISO 9001: 2015 (Trainer)
* Management Development Program
* Knowledge Management Training (Trainer)
* Managing Training Development Functions (Trainer)
* Training of Trainers on Risk Management
* Coaching and Mentoring
* Job Analysis
* Risk Management Systems (Trainer)
* Basic Investigation course

**PERSONAL INTERESTS, ACTIVITIES**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Reading, Travelling, Watching movies, listening to music

**REFEREES**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Dr. AbdiKarim Abdow**

Head, Human Resource

Kenya Bureau of Standards

P.O. BOX 54974 – 00200 **NAIROBI**

E-mail: abdowa@kebs.org

**Dr. Cecilia Mutuku**

Head, National Quality Institute

Kenya Bureau of Standards

P.O. BOX 54974 – 00200 **NAIROBI**

E-mail: mutukuc@kebs.org

**Dr. Prof. Gregory Namusonge**

Senior Lecturer

JKUAT

P.O. BOX 16649-00100

**NAIROBI**

E-Mail – gsnamusonge@gmail.com