

Work Experience

Current Position:

Catholic Centre for Immigrants - RAP Counsellor (Housing Worker)

Client Needs Assessment: Evaluate and address clients' housing and settlement requirements.

- Housing Search and Negotiation: Assist clients in finding affordable housing, negotiate rent, and manage lease agreements.
- Client Transportation and Accompaniment: Arrange appointments and provide transportation for clients during relocation.
- Community Liaison: Advocate for clients with local authorities and maintain relationships with landlords and service providers.
- Educational Workshops: Facilitate orientation and housing workshops to aid client integration.
- Client Follow-Up and Documentation: Conduct client and landlord follow-ups, maintain records, and provide necessary reports.

June 2022 to August 2023

One Acre Fund: Global Recruitment Specialist (Canada - Ottawa)

Achievements

- Managed 252 pipelines across junior and senior levels, leading to 152 hires across 9 countries in sub-Saharan Africa where One Acre Fund has core program presence. On average, I handled at least 10 pipelines at a time.
- Process efficiency: Documented SOPs and streamlined end-to-end recruitment processes thus reducing time-to-hire by 20% (Average of 45 days to hire)
- Trained and onboarded over 60 hiring managers across 4 countries on structured hiring using Greenhouse ATS resulting in a 40% increase in their efficiency thus helping them focus on strategic goals.. Reduced weekly stalled candidates to < 15%
- Participated in the implementation of Goodtime Scheduling Platform which seeks to inject more efficiency into the interview scheduling process. This included coordinating with the vendor during the implementation phase, and thereafter ensuring stability of the platform within 6 months of roll-out.
- Developed and implemented standardized Standard Operating Procedures (SOPs) for recruitment processes, improving process efficiency by 30% and ensuring a consistent and high-quality candidate experience.
- Implemented a robust internal mobility program, leading to a 25% increase in successful internal transfers within the organization. I demystified recruitment processes, conducted talent assessments, and facilitated internal job postings, fostering a culture of growth and development while maximizing existing talent resources.
- Successfully led and facilitated *biveekely fluency* sessions for the recruitment team, which focuses on enhancing organizational skills and fostering fluency effectively.

Responsibilities:

- Lead Recruiter for Uganda, Malawi, Tanzania and Zambia programs while supporting talent acquisition in Ethiopia and Nigeria programs.
- Full cycle recruitment process management (profile ideation, outreach, screening, interview panel coordination, scheduling, offer extension and salary negotiation.).
- Stakeholder Management: Working with Hiring Managers to align on core competencies and how to measure them.
- Candidate experience management: Develop strategic plans for assigned candidate pools; cultivate relationships with candidates while developing One Acre Fund's presence and positive experiences; and cultivate relationships with campus career services developing One Acre Fund's brand on campus.
- Greenhouse ATS Management: Actively identifying talent currently within our database, maintaining meticulous data within Greenhouse, properly managing prospects and guiding hiring managers through proper systems use and internal system communication.
- Data analysis and reporting: Identifying key data points and creating data reports that tell data stories to Hiring Managers to ensure they understand the process and approach.

January 2021 –June 2022: **One Acre Fund: Global Recruitment Coordinator**

March 2020 - May 2020: **One Acre Fund – Recruitment Operations Intern**

Achievements:

- Owned key Recruitment operational task of screening 3,000 applicants a week within three days of being recruited.

- Worked closely with Operations Lead on process improvement projects related to screening and candidate communication including updating SOPs for business continuity
- Analyzed and organized over 2700 profiles in Greenhouse (Applicant Tracking system) in 46 hours thus helped the organization to get cleaner data for managing re-applicants to improve candidates' experience.

Faulu Microfinance Bank

May 2017 - November 2019: Regional Team Leader - Operational Excellence and Controls

July 2011 - April 2017: Faulu Microfinance Bank: Senior Operations Officer: Community Banking

October 2009 - June 2011: Faulu Microfinance Bank: Call Centre Supervisor

June 2008 - October 2009: Faulu Microfinance Bank: Assistant Development Finance Officer

Achievements:

- Successfully managed (*with a dotted line*) 23 Assistant Managers across 23 branches in the Western and Coast regions, ensuring streamlined banking operations and optimal branch performance from non-cash transactions
- Successfully led the demonetization of the old Kenyan currency in the entire organization within the 3-month period that had been stipulated by the regulatory body (Central Bank of Kenya) thereby meeting tight deadlines under rigorous guidelines.
- Successfully lead the implementation of the Foreign Currency Exchange project and ensured operationalization within six months of setup.
- Increased the profitability of the Kakamega branch by 7% within 6 months of the upgrade into a banking branch while being awarded an audit opinion of satisfactory which was the best rating at that time.
- During the changeover of the Core Banking System in a team dubbed “Project Safari” I ensured the availability of updated/end-to-end procedure manuals within branches embedding the relevant control standards with necessary training.

Education

- Masters of Business Administration –Double concentration (**Strategic Management & Human Resource Management**)
- Bachelor of Arts, Communication and Media Technology
- **Professional Courses:**
 - IHRM Higher National Diploma KNEC Certified
 - IHRM Certified Professional Trainer
 - GPHR- June 2022 (IHRM)

Skills

- Applicant Tracking System - (Greenhouse)
- Interview scheduling platform - (Goodtime)
- Extracting data from reports in Power BI, Superset and Google Sheets
- People Management
- Structured hiring
- Google Suite, Microsoft Office Suite
- Core Banking System- (T-24)
- CRM & NPS Tools (sales force)

Volunteer Experience

- Britannia Baptist Community Centre (Lead - Pastor Terry Orchard)
 - Assisted in maintaining and nurturing the community garden, ensuring its cleanliness and beauty.
 - Participated in planting, weeding, watering, and harvesting activities to support the growth of organic produce.
 - Collaborated with a team of volunteers to organize gardening workshops for community members in the church
 - Assisted in the preparation and organization of the church venue for weekly church meetings and events.
 - Supported Pastor Terry Orchard in coordinating volunteer efforts and ensuring a welcoming environment for community members.
- Resource Resettlement Service volunteers (RRSV) Lead - Paul Dietz
 - Coordinated logistics for moving, including packing, loading, and unloading of households
 - Collected and delivered essential donations, such as clothing, furniture, and household items, to support individuals in their new residences.
 - Translation for Swahili speaking clients
 - Listen to clients and share needs with RRSV leads
 - Offer confidential moving services for abused women from and to protected shelters