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Top Skills

Business Strategy
Team Leadership
Negotiation

Languages

Swahili
Kikuyu

Certifications

CISI Certification - On going

Jackline Valerie Thama Waweru

International Compliance || Administration Management || Customer service || Operations Management
Nairobi County, Kenya

Summary

Result driven and fully qualified professional possessing over 15 years multifaceted experience in administration, customer service, operations management and public relations with financial advisory multinational companies in Kenya and Middle East. A proven ability to develop and implement business process and systems and improve existing procedures for human resources, office management, general operations and development. Long track record of evaluating compliance issues within an organization and then taking appropriate action to improve operational performance. Has a stimulating and engaging leadership style that is able to inspire a diverse range of personalities from a variety of cultures and background. Excellent communication and people management skills that have been honed through managing multi skilled teams.

Specialties: Administration Processes || Policy Development || Executive Management || Customer Service Management || Strategy Planning || Asset Management || Employee relations | Performance management || Planning & Preparation || Performance Management || Key Account Management || Customer Support Operations ||

Key Skills

- Administration: Managing and streamlining administrative processes to reduce errors, improve accuracy and efficiency, and achieve organizational objectives.
- People Management: Highly articulate, confident and persuasive human resource developer, able to motivate and communicate to staff in order achieve exceptional organizational performance
- Risk management : Skilled in identifying risk drivers in an organization and putting in place mitigating measures
- Strategy formulation : Skilled in formulating finance strategies in line with the overall business strategy

- Operations Management: Experienced in improving and setting up operational system processes and best practices within the company to guarantee the company's well-being and ensuring the smooth running of the day-to-day office operation.
- Investigating and determining the cause of irregularities and errors.
- Proven ability to consistently make the right decisions and judgments.
- Highly developed research skills.
- Maintaining up to date knowledge of applicable state and accreditation standards.

My interest lies in challenging roles of a Executive Administration and Administration Manager, Operations Manager among others that suits my skills and expertise; preferably the Multinational Corporations, IFC World Bank, NGOs and Banking sector.

Experience

LSM International

Compliance Officer & Group Administrator

February 2016 - Present (7 years 5 months)

Key Contributions & Results:

- Communicating and overseeing the implementation of the corporate business strategy in all the departments.
- Ensuring that there are appropriate systems, processes and tools to support the effective execution of the company's business operations and ensure that these are applied and reviewed consistently.
- Ensuring company records are well maintained and provide them whenever needed to support company operations.
- Proactively driving results on compliance issues.
- Identifying and mitigating any potential conflicts in advance.
- Directing compliance issues to appropriate departments for investigation and resolution.
- Writing up compliance guidance notes.
- Ensuring processes and procedures are adequate to meet regulatory requirements.
- Creating programs that encourage staff to report impropriety without fear of retaliation.

- Coordinating all compliance related activities.
- Developing and implementing a Compliance training plan.
- Implementing compliance programs.
- Responding to regulatory inquiries from the authorities.
- Participating in compliance testing reviews.
- Developing effective lines of communications between different teams.
- Providing vision to the organization by developing of long range and annual plans, and with the evaluation and reporting of progress on the plans including manpower planning, talent management and development.
- Serving as a key contributor to the development of a dynamic business strategy that is able to deliver sustained growth in respect to both turnover and profitability.
- Working with the HR department to define and oversee implementation of company policies and performance standards.

Key Achievements:

- Successfully formulated and implemented operation's process flow.
- Improved efficiency by 15% in query handling, resolution and overall customer satisfaction.

Lifestyle Management Ltd

Business Analyst & Administrator

October 2014 - February 2016 (1 year 5 months)

Key Contributions & Results:

- Developed initiatives and strategies that improve internal and external reporting.
- Integrated financial reporting on the performance of the company's clients.
- Conducted market analyses on the company's business lines and the overall profitability of the business.
- Developed and monitored data quality metrics and ensured business data and reporting requirements are met.
- Promoted proper release planning, guaranteeing adherence to business needs and priorities and as a consequence, contributed to the reduction of development costs in future,
- Followed a prioritization process that is transparent and understood for all parties involved.
- Analyzed functional requirements and collected all requirements and document processes.
- Establish business processes, analyze existing process and recommend improvements to same.

- Developed project plans for business and ensure appropriate implementation of plans.
- Monitored lifecycle of project and evaluate customer reviews for business process.
- Managed marketing and business development well.
- Conducted meetings and presentations to share ideas and findings.
- Performed requirements analysis.
- Managed activities for customer advisory committee.
- Developed and installed critical applications and provided end user support for application.
- Maintained appropriate knowledge on various business units.
- Developed professional relationship with vendors and clients.
- Generated process documentation that clarifies and validates how the organization utilizes business systems to meet business requirements.

**Geosta Enterprises & Beauty Hub (Family Organisation)
Administration & Accounts Manager – Office Management &
Administration Manager**

September 2012 - September 2014 (2 years 1 month)

Key Contributions & Results:

- Improved the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
- Used Accounting Software to manage the Office Operations such as Invoicing, writing cheques, managing sales orders and payroll.
- Maintained administrative staff by recruiting, selecting, orienting, and training employees.
- Maintained a safe and secure work environment, developing personal growth opportunities.
- Made sure proper provisions of supply of products/stock in the Salon & Barber.
- Made sure both businesses are well marketed both on print and online media. Joining Networking meetings to improve growth of the businesses.
- Maintained the condition of the office premises and arranging of any necessary repairs.
- Organized and chaired meetings with the staff members to find out of any issues or any progressive reports.
- Promoted staff development and training.
- Responded to customer enquiries and complaints.

- Arranged for regular testing for electrical equipment and safety devices.
- Ensured the physical stock available is at par with the system that I kept in place to ensure accountability.
- Employee satisfaction and motivation through organizing for seminars and training and team buildings.
- Made sure all accounting procedures are in place for example, early payment of bills, end of month account billing and salaries paid on time.
- Basic administration procedures kept in place.

Vision Executive Search

Executive Administrator/Operations Manager

May 2011 - September 2012 (1 year 5 months)

Dubai

Key Contributions & Results:

- Coordinated the organization's staffing requirements, shifts and operational activities and maximize all available resources (water trucks & equipment, staff) at all times.
- Participated in the development and implementation of goals, objectives, policies and priorities; recommend and ensure implementation of these results-driven policies and procedures in a timely fashion.
- Managed and increased the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Contact center management. The first level interaction with the companies clientele and suppliers. This applied for interactions coming directly to the company via face to face meetings, email and telephone.
- Database maintenance including client details as well as solutions and service provided to each client.
- Scheduled and coordinated regular internal staff meetings as well as client meetings as required either one on one meetings or conference call as required.
- Took part in project roles including providing a supporting role to colleagues as well as assisting in research for ongoing projects.
- Selected, trained, motivated and evaluated/appraised performance of personnel; work with employees to correct deficiencies; implement discipline and effect termination procedures as necessary.
- Liaised with internal and external auditors for periodic accounting and operational systems examination.

- Organized and planned for travel needs for all staff by booking their travel and accommodation needs as well as organizing for necessary permits required.
- Provided and maintained a track of office expenses including monies issued to staff for various projects or travel plans. Prepare reports on the same and submit to management.
- Maintained business memberships and subscriptions.
- Provided personal assistance to the Chief Executive Officer.

Dunamis Capital (Dubai) LLC

Operations Analyst

May 2010 - April 2011 (1 year)

UAE

Key Contributions & Results:

- Measured the effectiveness of all Customer Service approaches and initiatives primarily through conducting consumer surveys and analysis.
- Conducted research and puts performance measures in place for the purpose of continually monitoring the Customer Service performance processes, which leads to the formulation of improved approaches and strategies that facilitate the achievement of consumer satisfaction targets.
- Conducted financial analysis for the department, managing the departmental budget, voicing any additional financial support to the finance department for the purpose of facilitating improvement in Customer Service initiatives.
- Created reports and strategic recommendations from various Customer Service research and analyses.
- Developed and implemented business practices that ensure optimal performance
- Analysed data for anomalies, trends and opportunities for improvement.
- Drove systems development and process improvements.
- Participated in efforts to improve capabilities, process improvement and technology projects.

Standard Bank

Office Manager & Business Support

November 2007 - October 2009 (2 years)

Business Support for Wealth Team

Key Contributions & Results:

- Collated KYC for team's clients.
- Meet and handled clients on behalf of team members.
- Followed up on Business on behalf of team.

- Handled internal and external customers banking inquiries.

Management Accounting & Reporting

- Controlled of Wealth Department accounting and preparation of expenditure reports
- Monthly reconciliation of accounting reports and bank statements.
- Quarterly reporting of staff figures and preparation of staff remuneration reports.
- This was effectively done by use of accounting software – QuickBooks and the Company CRM software.

Hr Management

- Maintenance and updating the HR tools as regards human resource matters.
- Management and support for Subcontractors, follow-up of contract validity, expenditure and payments

Property Management

- Office Lease Management i.e. undertaking, finalizing, and follow up of tenancy contracts.
- Managed and maintained the office premises.
- Arranged premises insurance.
- Managed the guest accommodation premises in Dubai.

Public Relations

- Performed the Labor and immigration formalities

Administrative and Office Management

- Maintained an orderly filing system
- Equipment Lease/Purchase, maintenance & upkeep
- Office accessories stock supply and maintenance
- Arranged office meetings, customer and employee events
- Managed the Front Desk & PABX
- Maintained Courier, Travel agent, Cleaners, Suppliers, Advertising and Training accounts.

Travel Management

- Managed and organized travel requirements for the employees
- Negotiated special discounts for Hotels, Air tickets and Car hire to our areas of operation
- Consulted with Embassies and Consulates for visa arrangements

Banking

- Managed Bank Accounts and liaison with our banking Relationship Managers
- Phone banking as required for cheque books, balances, transactions and statements
- Periodic bank visits for meetings, payments and transfers

Globaleye Group (Dubai, UAE)

Business Coordinator

March 2007 - October 2007 (8 months)

Dubai, UAE

Key Contributions & Results:

- Provided excellent client service.
- Provided comprehensive service for our clients (answering questions, helping them to coordinate transactions (wires), facilitating data or reporting requests, etc.)
- Developed and executed operating policies to support investment team objectives and policies.
- Helped to develop and implement efficient processes and workflows as our business grows and changes.
- Proactively review current processes to identify areas where efficiency can be improved and working with Risk Officer identify where risks can be mitigated.

Africa Online

4 years

Client Relations

2003 - 2006 (3 years)

Key Contributions & Results:

- Developed, implemented and managed of Customer relations plans for the team.
- Supported and facilitated the personal development of the Customer Relations Executive's knowledge and skills.
- Managed program events and activities for the clients.
- Increased customer retention by effectively reducing churn at a low 5% per quarter. This was collated from reports generated from the Accounting software that were set in place then.
- Continuous motivated team members in order to give positive feedback for improvement where appropriate on a daily basis.

Key Achievements:

- Awarded best customer relations employee of the year 2005.
- Organized and coordinated the launch of the first broadband wireless in Kenya (Infinet).
- Organized and coordinated the company's 10th year anniversary- 2005.
- Increased customer retention from 75% to 95% in 2005.
- Initiated, planned and implemented customer service standards with specific benchmarks for measuring key performance indicators.
- Created customer satisfaction survey, drastically reducing potential problems, audited and measured customer satisfaction.

Customer Service Executive

2002 - 2003 (1 year)

Kenya

Key Achievements:

- Maintained complete and accurate customer correspondence data.
- Developed and updated client related reports.
- Managed client relationships to build a reputation for excellent service and generate repeat business.
- Negotiated and managed agreements through business contract process.
- Identified and developed problem solving methodologies to resolve customer issues.
- Scheduled regular meetings with customers to ensure they are satisfied.
- Acted as point of contact for complaints and escalate issues as appropriate.
- Ensured both the company and clients adhere to contract terms.
- Collaborated with internal teams (e.g. sales, senior management) to address customers' needs.

Education

United States International University

Bachelor of Science, International Business Administration · (1999 - 2003)