

**James M. Nyongesa**  
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**Languages:** English & Swahili

### **CAREER PROFILE SUMMARY**

I am a highly organized and resourceful **Human Resource and Administration Officer** with comprehensive experience in **HR operations, administrative management, and information systems**. I have a proven ability to streamline HR and office processes, enhance operational efficiency, and ensure full compliance with organizational policies and Labor regulations.

With hands-on experience in **recruitment and onboarding, employee records management, payroll support, and compliance reporting**, I bring a strong understanding of end-to-end HR functions. My administrative expertise includes **vendor coordination, document management, ERP requisitions, and logistical support**, ensuring smooth and efficient office operations.

I possess excellent interpersonal and communication skills and consistently demonstrate professionalism, confidentiality, and integrity in handling employee and organizational information. Flexible and adaptable, I excel at multitasking, prioritizing tasks, and meeting deadlines in fast-paced environments.

My proficiency in **Microsoft Office, HRIS/ERP systems, and document management tools (EDRMs)** enables me to support data-driven HR and administrative decisions effectively. I am enthusiastic about delivering quality service, fostering collaboration, and contributing to an inclusive and efficient workplace culture.

### **ACHIEVEMENT AND AWARDS**

#### **Achievements**

- ❖ **Streamlined onboarding and background verification processes**, reducing turnaround time by **35%** and improving new hire readiness across departments.
- ❖ **Digitized and updated over 2,000 employee records** in the ERP system, enhancing data accuracy and achieving **100% audit compliance** during HR reviews.
- ❖ Supported the **recruitment and induction of over 300 new employees**, ensuring timely documentation and seamless integration into the organization.
- ❖ Collaborated with HRBPs and compliance teams to ensure **zero non-compliance findings** in labour and policy audits.
- ❖ Spearheaded employee engagement and wellness activities, resulting in a **20% increase in participation** and positive feedback from staff.
- ❖ Recognized by management for **exemplary integrity, confidentiality, and professionalism** in handling sensitive HR and administrative data.

### **EDUCATIONAL BACKGROUND**

**College of Human Resource Management- Certified Human Resource Professional (CHRPK)**

**Bachelor of Science in Records Management and Information Technology (2015 – 2019)**

Kenyatta University -Attained; Second Class Honours Upper Division

**Kenya Certificate of Secondary Education (2011 - 2014) St. Mary's Kibabii High School attained:**

B +

**Kenya Certificate of Primary Education (2001 – 2009) Lugari Primary School -376/500 Marks****CERTIFICATION/LICENCE:**

- Kenya Association of Records Managers and Archivists (KARMA)
- National Transport- and Safety Authority- Driving
- IHRM Member
- Certified Human Resource Professional (CHRP-K)

**SKILLS AND AREAS OF EXPERTISE**

- Talent Management | Leave Management| Employee relations| records Management | Legal compliance | Administration Support |Stakeholders Management |HR policies and procedures attestations | Recruitment and Selection| Documentation | Pay role data | Disciplinary procedures | Hr data analytics| Contracts Management
- **Technical Skills** – Experienced in Zoho Doc/ M-Files Document management systems HRMs, ERP and call centre software and CRM | Reporting and analytics methods and presentation skills.
- **Soft skills**- Time management | Customer Service | Problem Solving | teamwork | Problem solving | Leadership.

**2023 September– Present Equity Bank Kenya Limited – Human Resource****Operations and Administration Officer (Shared Services)**

Duties and Responsibilities

**Recruitment & Onboarding**

- Supported recruitment processes including job posting, candidate screening, and interview coordination.
- Facilitated onboarding for new hires by conducting orientation sessions, preparing employment documentation, and initiating staff file creation.
- Coordinated background checks and flagged adverse findings for HR leadership review.
- Inductions trainings and coordinating hr functions.
- Assisted in end-to-end payroll processing by generating accurate reports for salary payment.
- Administered employee benefits (medical, pension, group life insurance) and managed related staff queries.

**HR Operations & Records Management**

- Maintained accurate employee records, processed staff changes (transfers, promotions, terminations), and managed HR documentation.
- Digitized physical employee files, updated inventories, and ensured audit readiness of HR records.
- Supported HRBPs with operational reports and documentation needs across departments.

**Leave Management**

- Monitored employee leave applications and balances (annual, sick, maternity/paternity). ○ Generated monthly leave reports and ensured compliance with organizational leave policy.

### **Employee Engagement & Relations**

- Acted as the first point of contact for employee queries related to HR policies, processes, and policy attestations.
- Disciplinary hearings and proceedings taking minutes and decision making.
- Supported engagement initiatives including wellness events, recognition programs, and team activities.
- Participated in the offboarding process including exit interviews, clearance, and issuing certificates of service.

### **Compliance & Policy Support**

- Ensured HR practices complied with Kenyan labour laws and internal policy guidelines.
- Processed and submitted regulatory returns (e.g. NEA) within required timelines.
- Assisted in internal HR audits and implementation of compliance procedures.

### **Administration Support**

- Coordinated vendor requisitions and liaised with finance for timely payment processing.
- Managed HR administrative functions including stationery procurement and ERP requisition tracking.
- Vendors onboarding and relationship management outsourced services.

### **2020 August – 2023 August**

#### **Sun King Kenya Limited – Client Engagement Executive.**

##### **Duties and Responsibilities:**

- Acted as the primary point of contact for clients, ensuring excellent service delivery and satisfaction.
- Developed and maintained strong relationships with clients through regular communication and feedback collection.
- Managed client onboarding processes, ensuring a smooth transition and clear understanding of service offerings.
- Tracked and monitored client interactions using CRM systems to maintain up-to-date records and ensure timely follow-up.
- Resolved client issues or escalations promptly while maintaining a professional and solutions-focused approach.
- Supported the planning and execution of client engagement activities, such as meetings, workshops, and appreciation events.
- Provided regular reports to management on client satisfaction, concerns, and engagement trends.
- Onboard new employees on the medical cover and additional dependants for existing employees.
- Compliance in retention & disposition Periods is adhered to by legal & regulatory policy on the retention of information.
- Maintained both confidential and open files to ensure the integrity of information.
- Worked on both inbound and outbound calls as well as social media clients and staff queries.

- Conducted digitization of records and documents scanning and indexing for easy.
- On a need basis, retrieve archived files and share them with the team members as per the available information management policy.
- Conducted Induction of new staff and supported them with appropriate tools of trade.

## 2023 August

### HFC Group – HR Registry Officer

#### Duties and Responsibilities

- Appraised records in line with records retention and disposition schedule.
- Logged and tracked movement of staff files in and out of the registry, ensuring accountability and timely return.
- Maintained and updated physical and electronic personnel files, ensuring proper filing and confidentiality of employee records.
- Disposition of records via shredder and clearing the registry by removing outdated records
- Registered, classified, and archived HR documents such as contracts, leave forms, disciplinary records, and appraisal reports.
- Maintenance of archives, making sure files are safely stored and accessible, safe keeping of documents.
- Assisted in the digitization of employee records for easier access and backup purposes.
- Provision of documents upon request by staff and updating trackers and assistance in the collection of reference and background material from registry files
- Supported HR compliance by ensuring all statutory and company-required documents were accurately filed and retrievable.
- Establishment and maintenance of records system of file movements within the office; maintenance of the office circulation and reading files.
- Preparation of correspondence and reports related to registry activities.
- Participation in the creation and maintenance of an electronic registry/archive system in close cooperation with the ICT staff (Digitization).

## 2021 March– March 2022

### Higher Education Loans Board – Records Management Officer (Public Service Commission Internship Program PSIP)

#### Duties and Responsibilities

- Receiving and responding to emails and calls which ensures effective communication.
- Dealing with inquiries from clients for customer satisfaction on call and physically Classifying and indexing records for accuracy including registry management i.e. disposition and retention.
- Digitization of records including scanning indexing, image positioning, and outputting.
- Conducting letters dispatch and receiving all incoming documents
- Verifying student records and approving for loan allocation and office management/ Liaison personnel.
- Data entry and verification of student loans.

**August 2019 – Aug 2020 -Horizons Contact Centre – Multi-Choice Kenya: Customer Service Representative. Responsibilities:**

- Managing large amounts of incoming calls inbound and outbound.
- Responding promptly to customer inquiries timely and accordingly.
- Handling customer complaints, providing appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Taking the extra mile to engage customers and cross-sale products and packages.
- Providing feedback on the efficiency of the customer service process.
- Ensuring customer satisfaction and providing professional customer support.
- Taking the extra mile to engage customers
- Troubleshooting technical-related issues i.e. tv signals faulty antennas system errors.

**Other Relevant Experience:**

May – July 2019 – Postal Corporation of Kenya – Attaché ICT Department. April 2018- January 2019 Kakamega Teachers Cooperative Sacco. Customer Service, Records, and documentation.

**REFEREES**

Professional

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