

CATHERINE WANJIRU MURIITHI

Phone: +254 723 226 910 | E-mail: jay.6652@gmail.com | Nakuru, Kenya

LinkedIn: www.linkedin.com/in/catherine-muriithi-739300138

PROFESSIONAL SUMMARY

Dedicated Operations Manager with 5+ years of experience enhancing organizational efficiency, driving strategic growth, and achieving financial objectives. Skilled in lean operating methods, business development, and fostering team achievement. Known for cultivating a culture of creativity and superior stakeholder communication to ensure operational excellence and successful outcomes. Excels in optimizing processes, driving revenue growth through effective sales strategies, managing client relationships, and fostering team achievement to ensure operational excellence and successful outcomes in competitive markets.

EDUCATION

Master of Business Administration (Strategic Management) | Kenyatta University | 2015

Diploma in Human Resource Management | Kenya Institute of Management | 2015

Bachelor of Education (Special Education) | Kenyatta University | 2011

Counseling Psychology | Kenyatta University | 2011

ACHIEVEMENTS

- Effectively spearheaded successful business development strategies at MFI Document Solutions, driving a 28% increase in revenue through targeted client engagement and innovative sales tactics.
- Diligently implemented effective sales and revenue enhancement strategies at Nakuru County Government, resulting in a 24% improvement in revenue collection processes and a 13% increase in compliance with revenue laws.
- Efficiently led streamlined branch operations at MFI Document Solutions, optimizing workflow and increasing productivity through the implementation of operational systems and policies.

EXPERIENCE

Branch Operations Manager | MFI Document Solutions – Nakuru | September 2017 – Present
Roles and Responsibilities

- Optimizing operational efficiency by developing and implementing systems, processes, and SOPs to streamline operations and enhance productivity.
- Serving as the primary contact for client escalated issues, collaborating with stakeholders to find solutions to maintain high levels for customer satisfaction.
- Leading strategic business development efforts, driving revenue growth and expanding markets through proactive client engagement and targeted initiatives.
- Implementing robust systems and processes to mitigate operational risks and ensure compliance with regulatory requirements and industry standards.
- Overseeing budgeting, financial reporting, and cost control measures to improve financial performance and align with organizational goals.
- Motivating team members to achieve objectives through clear goal-setting and ongoing training, fostering a skilled and motivated workforce.
- Allocating workforce, equipment, and resources to maximize productivity and operational effectiveness, contributing to cost savings.
- Cultivating productive relationships within the industry to expand reach and drive collaboration opportunities for revenue growth.

- Ensuring compliance with safety regulations, health standards, and legal requirements, maintaining operational integrity and mitigating risks.
- Planning, coordinating, and implementing branch projects, ensuring timely delivery and achieving project objectives.
- Preparing and delivering detailed reports on branch performance, including sales, operational, and HR metrics, driving continuous improvement initiatives.

Revenue Clerk | Nakuru County Government | April 2016 – September 2016

Roles and Responsibilities

- Monitored and reported on the level of compliance with revenue laws and regulations regularly, identified areas of improvement, and implemented corrective measures to enhance compliance and mitigate risks.
- Prepared and submitted comprehensive daily, weekly, and monthly reports on revenue to the Revenue Officer, providing transparent and up-to-date financial insights.
- Managed customer inquiries and complaints related to revenue collection, ensuring prompt resolution and maintaining high levels of customer satisfaction.
- Implemented and enforced established revenue procedures to maintain consistency, transparency, and accountability in revenue collection processes.

Human Resource Clerk | Nakuru County Government | October 2013 – March 2015

Roles and Responsibilities

- Managed sensitive employee information with discretion ensuring data privacy and confidentiality.
- Implemented a systemic approach to identifying key skills gaps within the workforce.
- Collaborated with cross-functional teams to conduct a comprehensive employee audit demonstrating the ability to manage large-scale projects and attention to detail.

Administrator/Lecturer | Blue-Bell ECDE College | December 2008 – April 2015

Roles and Responsibilities

- Improved operational efficiency drastically within the college by implementing streamlined processes.
- Ensured easy access to organized financial records, delegated duties to staff members effectively, and established a robust conflict resolution system, resulting in smoother operations and heightened productivity.
- Orchestrated three highly successful graduation ceremonies by delegating duties, conducting thorough planning, and fostering open communication with relevant stakeholders.
- Achieved an outstanding 90% success rate in units assigned during the KNEC examination through the implementation of diverse training methodologies that fostered deeper engagement and comprehension among students, resulting in remarkable academic achievements.
- Expanded the college's reach and bolstered enrollment levels by actively promoting the institution to over 15 local primary schools.
- Marketed the college to primary school teachers successfully, showcasing its value proposition and attracting a higher number of prospective students, contributing to increased enrollment and institutional growth.

SKILLS

Strategic Operations Management | Business Development Strategy | Sales and Account Management | Financial Management and Budgeting | Lean Management Techniques | Risk Mitigation, Regulatory Compliance | Project Management | Effective Communication | Process Improvement | Relationship Management | Performance Management | Training and Development | Conflict Resolution | Talent Acquisition | Recruitment and Onboarding | Data Analysis | Time Management | Organizational Development | Customer Relationship Management (CRM).

TOOLS

Microsoft Office Suite (Word, Excel, PowerPoint), Project Management Software (Asana, Trello), HR Management Systems, Financial Reporting Tools, Remote Collaboration Tools (Google Suite, Slack Zoom, Microsoft Teams)

LICENSES & CERTIFICATIONS

NSE 1, 2 & 3 Certification Program

Foundations of Project Management | Google | June 2024

Introduction to CRM with HubSpot | Google | August 2024

REFEREES

Available Upon request.