

JACINTA KIMATHI

HR & People Leader | Building Trust | Guiding Change Management | Growing Teams

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PROFESSIONAL SUMMARY

I am a seasoned Human Resources professional with over 12 years of experience spanning across various industries, focusing in talent acquisition, employee development, and organizational growth. I have a track record of implementing effective HR strategies that foster employee engagement, streamline recruitment processes, and create inclusive and productive workplace cultures.

My expertise lies in strategic workforce planning, performance management, policy development and building strong employer-employee relationships. I thrive on aligning HR initiatives with organizational goals to drive overall business success and improve employee satisfaction.

Recognized for leading office-wide operational improvements, aligning people strategies with business goals, and implementing frameworks that improve efficiency, compliance, and employee engagement. Strong leader with a record of building collaborative cultures and guiding organizations through restructuring and growth.

CORE COMPETENCES

Core Leadership Competencies: Strategic Business Transformation & Change Management | Organizational Development & Restructuring | Executive Leadership & Team Building | Policy Development & Regulatory Compliance | Performance Management & Talent Development | Data-Driven Decision Making & Analytics

HR Excellence: Talent Acquisition & Management | Workforce Planning & Analytics | Performance Management Systems | Employee Relations & Engagement | Compensation & Benefits Strategy | Learning & Development Programs

Operations Management: Process Optimization & Improvement | Budget Management & Cost Control | Policy | Development & Implementation | Compliance & Risk Management | Quality Management Systems

Technical Proficiencies HRIS Systems (Zoho People, SAP Business) | HR Analytics & Metrics | Payroll Management Systems | ISO Certification Processes | Data Analysis & Reporting | Digital HR Transformation

PROFESSIONAL EXPERIENCE

HEAD OF OPERATIONS AND HR MANAGER | Mukele Moni and Company advocates | June 2025 – Present (Consulting)

- Spearheading comprehensive business transformation from sole proprietorship to limited company structure (LLP), developing strategic roadmaps for sustainable growth and operational excellence
- Designing and implementing change management frameworks to ensure smooth organizational transition while maintaining business continuity and employee engagement
- Establishing new organizational structures, reporting hierarchies, and governance frameworks aligned with limited company requirements and best practices
- Developing and executing strategic operational plans to support business scalability, implementing key performance indicators and operational metrics to drive accountability and results
- Leading cross-functional initiatives to optimize resource allocation, streamline processes, and enhance operational efficiency across all business units
- Managing operational budgets and ensuring cost-effective operations while maintaining service quality and driving revenue growth
- Creating comprehensive HR policy frameworks, procedures, and governance structures tailored to support organizational growth and regulatory compliance
- Developing strategic workforce planning initiatives to align human capital with business objectives and growth projections
- Implementing performance management systems and talent development programs to build organizational capabilities and leadership pipeline
- Building high-performing teams through strategic recruitment, development, and retention initiatives
- Mentoring and coaching team members to enhance leadership capabilities and drive professional growth
- Fostering collaborative work environments that promote innovation, accountability, and results-oriented culture

HUMAN RESOURCE MANAGER | Xalco Limited | February 2024 - November 2024

- Led comprehensive HR transformation initiatives to align human resources strategy with evolving business objectives and organizational growth requirements
- Developed and implemented strategic talent management programs resulting in improved workforce productivity and enhanced organizational capability
- Established performance management frameworks that improved employee engagement and contributed to overall business success
- Managed end-to-end HR operations including talent acquisition, performance management, employee relations, and compliance ensuring seamless organizational functioning
- Implemented HRIS (Zoho People) system optimization for performance tracking, payroll management, and strategic decision-making through data analytics
- Developed comprehensive policy frameworks ensuring regulatory compliance while supporting business flexibility and growth
- Built and led high-performing HR teams, providing mentorship and professional development opportunities to enhance team capabilities
- Fostered positive organizational culture through proactive employee engagement initiatives, conflict resolution, and inclusive workplace practices
- Collaborated with senior leadership to develop succession planning and leadership development programs

HUMAN RESOURCE OFFICER | Garda World (formerly Kenya Kazi Services Limited (KK Security)) | September 2019 - January 2024

- Led comprehensive talent acquisition strategies including employer branding, recruitment process optimization, and candidate experience enhancement
- Developed and implemented career development frameworks supporting internal promotions and talent retention, resulting in improved organizational stability
- Established workforce planning models aligned with business growth projections and operational requirements
- Developed, implemented, and managed comprehensive HR policy ensuring compliance with labor laws, collective bargaining agreements, and industry standards
- Led compliance audits and regulatory reviews, maintaining zero compliance violations and ensuring organizational risk mitigation
- Managed employee relations including grievance handling, disciplinary processes, and conflict resolution maintaining positive workplace culture
- Designed and implemented performance management systems including goal setting, regular feedback mechanisms, and development planning
- Established comprehensive training and development programs enhancing employee skills and supporting career progression
- Led organizational culture initiatives promoting collaboration, diversity, inclusion, and employee engagement
- Managed HR information systems and developed metrics-based reporting for strategic decision-making
- Implemented HR analytics to track key performance indicators and drive continuous improvement in HR processes
- Provided data-driven insights to senior leadership for strategic workforce planning and organizational development

HUMAN RESOURCE MANAGER | Palbina Travel Limited | April 2018 - July 2019

- Collaborated with executive leadership to develop and implement HR strategies aligned with business objectives and growth targets
- Led organizational development initiatives including structure optimization, role clarification, and process improvement
- Established leadership development programs enhancing management effectiveness and team engagement across the organization
- Managed comprehensive recruitment and selection processes ensuring quality hiring and compliance with employment legislation
- Developed and implemented onboarding programs for seamless integration of new employees and improved retention rates
- Established performance management systems including regular evaluations, feedback processes, and career development planning
- Led employee relations initiatives including conflict resolution, grievance management, and disciplinary processes
- Ensured full compliance with labor laws, company policies, and HR best practices while maintaining positive employee relations
- Managed compensation and benefits administration including salary reviews, benefits enrollment, and competitive benchmarking

HUMAN RESOURCE GENERALIST | Horeca Kenya Limited | August 2016 - March 2018

- Managed full spectrum of HR functions including employee relations, compliance, benefits administration, and performance management
- Developed and implemented systems for comprehensive staff records management ensuring regulatory compliance and operational efficiency
- Led occupational safety and health initiatives including training programs, ISO certification processes, and quality management systems
- Designed and implemented employee learning and development programs including training, workshops, seminars, and career mentoring
- Managed performance management systems including mid-year and annual appraisals, goal setting, and development planning
- Developed HR reporting and analytics providing insights for strategic decision-making and organizational improvement

HUMAN RESOURCE OFFICER | Kenya Nut Company | November 2011 - July 2016

- Managed complex employee relations ensuring thorough, objective investigations and positive workplace culture
- Ensured regulatory compliance with labor laws, government regulations, and collective bargaining agreements while minimizing legal risks
- Operated HRIS systems (SAP Business) for time management, payroll processing, and comprehensive HR analytics
- Participated in developing and providing guidance on human resources policies aligned with organizational objectives
- Identified training needs for business units and individuals, evaluating and monitoring training program effectiveness
- Provided performance management guidance to line management including coaching, counseling, career development, and disciplinary actions

EARLY CAREER EXPERIENCE

HUMAN RESOURCE ASSISTANT | East African Growers | September 2008 - October 2010

- Administered comprehensive employee benefits programs and resolved employee inquiries
- Supported HR policy development and implementation ensuring labor law compliance

HUMAN RESOURCE INTERN | Municipal Council of Mombasa | June 2007

- Supported HR policy implementation and compliance initiatives
- Assisted with HR reporting, metrics, and analytics projects

EDUCATION

Bachelor of Business Administration (Human Resource Management) | Kenya Methodist University | January 2013 - July 2016

- Specialized in Strategic HR Management, Organizational Behavior, and Business Leadership
- Graduated with strong foundation in business strategy, human capital development, and organizational management

Diploma in Human Resource Management | Technical University of Mombasa (formerly Mombasa Polytechnic) | January 2005 - May 2007

- Comprehensive foundation in HR principles, employment law, and organizational development
 - Practical training in HR systems, policy development, and employee relations
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PROFESSIONAL CERTIFICATIONS & CONTINUOUS LEARNING

Core HR Certifications

- Certified Human Resources Professional - Academy of Certified Human Resource Professionals Ltd.
- HR Audit & HR Analytics Certification - Academy of Certified Human Resource Professionals Ltd.
- Internal Auditor Certification - ISO Certification SGS
- Labour Laws Certification - Top Notch Management Services

Technology & Systems

- HRIS Systems Certification - VIP Sage Payroll
- SAP Business Systems - Advanced User Certification
- Zoho People HRIS - System Administration and Analytics

Specialized Training

- Health & Safety Management - Directorate of Occupational Safety & Health Services
 - Leveraging Technology for HR Innovation - Professional Development
 - Transforming People Management in the Digital Age - Institute of Human Resource Management (IHRM)
 - NSSF Act Implementation: Impact on Employees and Employers – IHRM
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KEY ACHIEVEMENTS & LEADERSHIP IMPACT

- Successfully leading comprehensive organizational transformation from sole proprietorship to limited company structure, implementing strategic frameworks for sustainable growth
 - Developed and implemented change management strategies resulting in seamless business transition while maintaining operational continuity and employee engagement
 - Improved employee retention by over 15% through strategic talent management initiatives and enhanced employee engagement programs
 - Enhanced recruitment efficiency by 10% through process optimization and strategic talent acquisition methodologies
 - Achieved significant compliance improvements enhancing HR operations efficiency and minimizing organizational risk
 - Built and developed high-performing HR teams across multiple organizations, providing mentorship and professional development opportunities
 - Established leadership development programs enhancing management effectiveness and organizational capability building
 - Implemented comprehensive performance management systems driving accountability, goal achievement, and professional growth
 - Developed comprehensive policy frameworks supporting organizational growth while ensuring regulatory compliance and risk mitigation
 - Implemented data-driven HR analytics providing strategic insights for executive decision-making and organizational development
 - Led cross-functional initiatives resulting in improved operational efficiency and enhanced business performance
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LEADERSHIP PHILOSOPHY & APPROACH

- Transformational Leadership: Committed to inspire and empower teams to achieve exceptional results while fostering innovation, creativity, and professional growth. Focus on building inclusive, high-performance cultures that drive sustainable business success.
 - Strategic Thinking: Approach challenges with strategic mindset, developing comprehensive solutions that align with long-term organizational objectives while addressing immediate operational needs.
 - People-Centric Focus: Believe in the power of human capital as the primary driver of organizational success. Committed to developing talent, building capabilities, and creating environments where people can thrive and contribute meaningfully.
 - Continuous Improvement: Dedicated to ongoing learning, professional development, and staying current with industry best practices, emerging trends, and innovative approaches to human resources and operations management.
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PROFESSIONAL AFFILIATIONS & INTERESTS

- Institute of Human Resource Management (IHRM) - Active Member
 - Kenya Association of Manufacturers (KAM) - HR Network Participant
 - Occupational Safety and Health Network - Certified Champion
 - Professional Interests: Business transformation, digital HR innovation, leadership development, organizational psychology, and sustainable business practices.
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REFERENCES

Professional references available upon request