

EMMACULATE M MOKAYA

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PROFESSIONAL SUMMARY

Accomplished, hardworking, and performance-driven Professional with 6+ years of experience in Office management and synchronizing HR activities with overall business operations. Dedicated and result-oriented with strong experience in HR strategic planning, HR administration, manpower planning, recruitment and performance appraisal management. Efficiently reduced recruitment costs and fostered positive relationship between employees and management. Experienced in General Services & Facilities, HRIS, Supply Management, Travel Arrangement, Budgeting, accounting records, Staffing and Process Improvement. Strong knowledge of human resources and business practices while keeping up-to-date with the latest HR trends and technologies. Trustworthy and self-motivated to work independently and as a good team player in a highly confidential and diverse office environment.

CORE COMPETENCIES

- Adept at managing staff including hiring, orientation, training and development
- Successful addition of 360-degree performance appraisal model by introducing interview element
- Skilled in counseling, problems-solving and conflict management to ensure smooth workflow
- Exceptional time management skills with ability to multitask and prioritize key tasks
- Strong organization skills with ability to work under pressure and to meet deadlines.
- Effective verbal and written communication skills with astonishing presentation skills
- Exceptional interpersonal skills and willingness to work with people of diverse background
- Proficient in MS office Suit (Word, Excel, PowerPoint) and other HR Database systems like HRIS
- Possess strong knowledge of UAE labor laws, policies and standards

SKILLS

Hiring & Retention	Orientation & Onboarding	Training & Development
Management Skills	HR Policies and Procedures	Change management
Compensation/Payroll	HR Strategic Planning	Regulatory Compliance
Record Maintenance	Workflow Management	Performance Appraisal
Performance Management	Planning & Organization	HR Administration
Administration Support	Staff Management	Highly responsible & responsive
CRM & HR Filing	Employee Rotation	Research & Strategy
Growth Optimization	Manpower Planning	Training Program Management

PROFESSIONAL EXPERIENCE

Office Manager

Jan 2019 – Apr 2020

International Institute for Cultural Diplomacy (Dubai)

- Implemented, and maintained employee and labor relations that favored equal employment opportunity and exalted diversity to over 75%.
- Revamped the existing employee database making it 65% more efficient.
- Adept at monitoring employee daily activity with keen attention and correlating with productivity.
- Prepared and submitted 70 % of performance reports.
- Performed office management as well as HR responsibilities to manage the recruitment and selection process.
- Provided exceptional support to managers and co-workers, hence increased efficiency by 40%.
- Coordinated HR projects, meetings and prepared reports and presentations for internal communications.

HR Assistant

Nov 2016 – Dec 2018

Andy Adams Group (Kenya)

- Conducted on-boarding/Off boarding processes with necessary documentation to over 85% joining/ exit interviews for leaving employees.
- Eliminated process lags with quick processing of contracts, insurance, security pass, offshore travel cards placing company at 100% legal compliance.
- Managed file flow through overhaul of documentation and increased 15% efficiency.
- Streamlined departmental operations, bringing on board experienced team in handling operational issues thus upscaling performance and productivity to + 25%.

- Processed filling documentation for +100 employees which included absences, sick leaves, structured and scheduled vacations, monitored maternity requests, reexamined permissions, and mission orders
- Processed payroll of over 100 employees with less than 2% discrepancies.

Human Resource Executive

Oct 2015 – Oct 2016

Hungama Hotels (Kenya)

- Onboarding: Excellent notions on improving productivity and engagement. On boarded over 50 employees smoothly with less than 2% turnover rate.
- Negotiated with suppliers slashing training costs and sourcing good training centers. Made about 4 successful deals with cheaper yet credible training centers with up to 5% discount minimizing allocated expenses.
- Organized staff team buildings, end year parties and created a social and convivial environment, boosting 98% of employee's social relationship and employee – employee relations.
- Successfully conducted appraisal session to effectively monitor underperforming employees, cautioned and proposed the weak ones for external and on-the job trainings that in turn boosted product knowledge by 90% for all employees, hence increasing productivity and minimizing company losses and job times.

ACCOMPLISHMENTS

- Developed management of attendance which reduced absenteeism levels in the workplace by 20%.
- Developed workflows and processes that managed redundancy of at least 30 employees where I achieved 85% accuracy and compliance.
- Enabled sufficient basic needs at workplace like change rooms, sufficient clean water, well maintained hygiene rest times which boosted employee's motivation and raised production value by +5%.
- Reduced employee turnover by 20% through implementation of new incentive program and bonus structure.
- Facilitate the rebuilding of the organizations' HR function and brought recruitment in-house which resulted in significant cost saving.

EDUCATION

- **MSc of Arts**, Major International Relations **2014 – 2015**
United States International University, Nairobi, Kenya
- **BSc in Science**, Major Human Resources Management **2007 - 2011**
Moi University, Eldoret

CERTIFICATES

- Monitoring and Evaluation Training Program, Amref Health Africa **2018**
- Kenya Certificate of Secondary Education, Kaplong Girls Secondary School **2007**

LANGUAGE

- Kiswahili – native
- English – fluent