

DAISY CHEPKEMOI KIMETTO

Resume

SUMMARY

A vibrant, experienced operational management and administrative professional individual with 6 plus years of experience optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced operational, organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

ACHIEVEMENTS

- Implemented working version of all OPERO administrative policies and protocols
- Launched and managed the Sales and Operations of Link Oil Company.
- Grew and achieved Monthly Sales up to Ksh.4M of the Link Oil Company.
- Prospected and Closed 2 Major Commercial and 3 Domestic cleaning clients in 3 months via Social Media for Rizenn Homes Ltd.
- Trained 60+ people on Quality Assurance and Occupational Health and Safety Rizenn Homes Ltd.
- Coordinated and organized the Bandung conference (2019) with 1500 delegates in attendance.
- Establish and organized the filing system for a faith-based organization which helped with their decision-making.

EXPERIENCE

OPERATIONS CONSULTANT

Opero Services Ltd, Nairobi, Kenya, April 2021 – Present

- Company operations management
- Coordinating projects time and finance administration
- Developing all OPERO administrative systems
- Coordinating learning activities within the company
- Supports research and field visits for projects
- Invoicing clients and tracking incoming payments
- Support the implementation of the business development strategy as required

CONTACT

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SKILLS

Project Management

Documentation and control

Policy and procedure

modification

Training and development

Strategic Planning

Team leadership

EDUCATION

**Bachelor of Science -
Environmental Education- Kenyatta
University (KU)
Nairobi, Kenya July 2016**

**Master's Degree -Project
Management - University of
Nairobi, (Pending)**

**Project Management Institute
(PMI) Member**

**Computer Studies CISCO-
Certificate of Distinction**

SUPPLY OPERATIONS MANAGER

Link Oil Limited Company, Nairobi, Kenya, January 2018 – August 2020

- Managed the company stocks and issued passes for cross-border transportation.
- Ensured achievement of the production targets.
- Oversaw repayment of oil purchase facilities in dollars and Ksh.
- Increased the production capacity by improving the performance of the company.
- Developed new strategies with safe and co-efficient methods which increased the production of the company
- Developed and monitored the operational expenses.
- Recruited and trained staff; Developed a healthy organizational culture and employee relations.
- Established office policies and procedures that impacted staff performance.

EXECUTIVE ADMINISTRATOR

Link Oil Limited Company, Nairobi, Kenya January 2016 – December 2017

- Launch and operated the office for the start up of the Link Oil Company.
- Determined company's oil price daily by actively monitoring and following industry news on fuel prices and checking on competitor's prices.
- Supported fast and precise decision-making by maintaining accurate sales, purchase, and oil price records in the Data Base Management System (DBMS).
- Actively sourced and kept a list of industry contacts.
- Spearheaded efforts to increase depot sales by closely following up the local teams.
- Budget management – tracked monthly spend and variance analysis reporting.
- Scheduled meetings wrote minutes and prepared various briefs and reports for management.

INTERNSHIP

Rizenn Homes Limited -Supply Operations Section – October 2020 to March 2021

Waste management and commercial cleaning.

- Managed cleaning operations and liaised with clients to ensure quality service delivery
- Ensured the teams adhere to safety measures during cleaning operations
- Facilitated the budget planning for smooth flow of operations.
- Evaluated relevant data and propose recommendations for cleaning process improvement
- Developed operation plans to improve work procedures and quality service delivery
- Selected and oversaw appropriate equipment and/or technologies and supplies for project sites
- Preparation of tender and quotations for new projects
- Prepared reports defining project progress, problems and solutions

Interveg Exports Limited -Quality Assurance Section – May to August 2014

The company packaged fresh produce for export.

- Inducted new employees.
- Trained 60+ staff on Quality Assurance and Occupational Health and Safety.
- Conducted regular audits and supervised maintenance of hygienic conditions.
- Developed company policies for Ethical Trade initiative.

National Museums of Kenya – May to December 2015 (8 months)

Research and Collection-Centre of Biodiversity Department

- Mapped locations using the Geographical Information System (GIS)
- Did research and data analysis for different projects.
- Identification of new species in the laboratory and preservation of specimen.
- Participated in field activities; bird watching, bird ringing and conservation walks.
- Participated in the conferences and meetings within the facility and outside.

VOLUNTEERING

Event Organizer Bandung Conference Kenya - (October to November 2019)

Law conference dating back to the 1970s that impacts issues like Human Rights and Equality.

- Aided fundraising efforts in support of the event.
- Communicated event details and signed up delegates.
- Actively searched for a venue and followed up service providers to ensure quality delivery.

Executive Administrator – COTSM Religious Organization, Kenya - 2019

Urban church ministry with 3000+ members.

- Coordinated multiple and concurrent church programs ensuring availability of facilities.
- Handled relationships with the venue owners, security, and other service providers.
- Set up and maintained a filing system that enabled better decision-making.
- Coordinated repairs to office equipment.
- Reconciled the office expense report.

References available upon request.