

Name of Firm	Practical Action Consulting, Eastern Africa		
Position in Firm	Employee		
Name of staff	Martin Muteti		
Profession	Institutional Development/Strategy expert		
Contacts	E mail: consulting@practicalaction.or.ke		
Years with Firm	2 Years	Nationality	Kenyan
Years of Experience	10 years		
Countries of Experience	Kenya, Tanzania, Uganda, Argentina		

Key Qualifications

Martin is the Business Development Specialist for Practical Action Consulting Eastern Africa, the consulting arm of an international NGO, Practical Action, formerly Intermediate Technology Development Group (ITDG). He is the team leader of the Eastern Africa region and is in charge of 7 countries in the Eastern Africa region. He has vast knowledge in Business Development having worked for the Private sector, Government and currently Non Government Organisation. He also has strong record of Corporate HR Training with Hawkins Associates /Know How International Training, a regional HR Solutions powerhouse since 1971.

Education and Professional Qualifications

2004 – (On going)	Master of Business Administration Cambridge University
2000 - 2001	Diploma in Human Resources Management, Cambridge College (UK)
1990 - 1994	Bachelor of Education (Arts) Moi University

Employment and Experience Record

2006 – 2007 Position:	Practical Action Consulting Eastern Africa Business Development Specialist Eastern Africa
2002 – 2005 Position:	Hawkins Associates/Know How International Senior Human Capital Development/ Training and Development Consultant

Consultancy Carried Out:

1. Evaluations:

Successfully undertook a Job Evaluation exercise for :

- SonySugar Company Limited
- Lion of Kenya

2. Strategic Planning:

Spearheaded, developed and launched strategic plans for the following industry leaders in Kenya namely:

- Electricity Regulatory Board (ERB)
- SonySugar Kenya Ltd
- Chloride Exide East Africa Ltd
- NAS Airport Services Limited

- Kenchic Limited
- NAS Plastics Ltd
- Ennsvalley Bakery Ltd
- Monarch Insurance Company Limited
- East Africa Re
- MEDs.

Audited and oversaw the implementation of the strategic plans for The Kenya Sugar Industry and the Kenya Sugar Board.

Notable among the achievements in the Strategic Plan assignments has been the turn around in the Sugar industry in Kenya, Sonysugar's turn around from a half a billion loss to positive 49 Million Kenya shillings in the first year and up to Kshs. 300Million profit in 2005. Chloride Exide leaped from an annual turnover of Kshs. 750 Million to Kshs. 1.002 Billion in the first year among others.

Designed, facilitated and delivered training programs that achieved record ROI and productivity outcomes for diverse range of clientele, industries and professions helping them achieve organizational goals and objectives by employing **excellent planning, organisation, and presentation skills.**

Successfully developed **HR policies, systems and structures** for different organisations:

- Developed a **Performance Management Framework (PMF)** for Chloride Exide Ltd and facilitated performance management training for all Senior Managers for MEDS.
- Successfully set up **Human Resource system** for **Meru Water and Sewerage Services** including Employee code of conduct Handbook, Retirement Benefits Scheme
- Effectively developed a **Performance Management and Job Evaluation System** for **Lion of Kenya Insurance, Lion of Tanzania Insurance** Companies
- Effectively facilitated **Performance Management** trainings for the **Standard Group** of Companies (**KTN, Standard Newspapers, PDS**)
- Designed and served as top tier HR Executive in the facilitation of training courses on **Strategic Approach to Human Resource Development** for **United Bible Societies**

(All Secretary Generals from English Speaking countries in Africa)

3. Successfully facilitated train the trainer courses for the following organizations.

- **Unilever Kenya Ltd.** (Management Trainees and Factory Engineers)
- **East African Breweries** – (Technical and sales staff)
- **National Aids Control Council (NASCOP)** – (Doctors and clinicians)
- **The NASCOP/Clinton Foundation Initiative** – (Doctors & Clinicians)
- **Chloride Exide East Africa Limited** - (Senior Managers, Solar and Automotive Battery Technicians)
- **MSF – Spain** – All doctors, nurses and community health workers

4. Developed super teams for the following organizations by coaching them on experiential team building skills:

- **United States International University (USIU)** - Management and alumni staff
- **Commissioner of Insurance** – All staff including the commissioner
- **United Bible Societies** – Chief executives from English speaking African states
- **African Economic Research Consortium (AERC)** – All East African Staff
- **AFCO** (All Senior Managers and Assistant Managers)
- **Wartsilla International Ltd** (All Senior Managers)
- **Electricity Regulatory Board** (All staff including Board Chairman)
- **Brookebond Kenya Ltd (Unilever Tea)** (Senior Managers)

- **Sonysugar Ltd.** (All Senior Managers and Board)
- **Nation Media Group** (Editors and sub Editors)
- **Royal Insurance Company (Kenya)** (All staff)
- **Royal Insurance Company (Tanzania)** (All staff)
- **The Royal Netherlands Embassy** (All Staff including the Ambassador)
- **Action Aid International Kenya** – All staff

5. **Customer Service:** Held a lead HR role in carrying out a **Customer Service delivery project (Customer Service Strategy)** for **Chloride Exide East Africa** realising a profit margin of over 1 million every month for the companies; used Project management skills to meet key goals of customer retention, operation strength and financial stability. The Chief Executive was very happy with this achievement.

6. **Interviews & Recruitment:** Interviewed, screened and hired applicants for various management positions using modern recruitment and placement methodologies.

7. **Leadership:** Appointed to deliver key note speech to entire KHI staff and directors in the Annual General Meeting six months after employment; Elected to lead company savings scheme and as one of the board of directors to manage company pension scheme one year after joining the company; coordinator of KHI internal staff training matters.

Appointed by the **Permanent Secretary**, Ministry of Agriculture as the Joint Moderator for the **National Sugar Conference** held between 26th – 28th October, 2004. The conference involved local and international delegates.

During the conference I was called upon by the Minister for Agriculture Hon. **Kipruto A. Kirwa** to moderate **His Excellency, the President’s speech.**

Appointed as one of the lead resource persons to draft the National Trainers Code of Conduct for DIT 2004.

8. **Communications:** Noted by company directors as a persuasive team builder with solid employee relations skills.

9. **Marketing:** Developed strong repeat and referral business increasing the client base by over 40% within the first year of appointment. Effectively coordinated and facilitated new approaches to service delivery. Developed strong and practical Marketing intelligence Framework for Chloride Exide East Africa Limited. Successfully facilitated a selling against the Competition Course for the same client

Languages

	<u>Speaking</u>	<u>Reading</u>	<u>Writing</u>
Kiswahili	Good	Good	Good
English	Excellent	Excellent	Excellent