

FELIX NZUKI

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+16 YEARS IN OPERATIONS MANAGEMENT

Results-driven Business Analyst with a proven track record of delivering strategic solutions that drive organizational growth and operational excellence. Skilled in developing standard operating procedures, streamlining workflows, and implementing data-driven decision-making processes. Successfully secured over \$39.9 million in investments and funding for diverse projects, including a \$30 million hospital and a \$5.9 million bioethanol venture.

Expertise in financial modeling, strategic planning, and risk-based problem-solving across industries such as energy, construction, and media. Trained over 75 senior leaders in leadership, management, and entrepreneurship, fostering high-performing teams and enhancing organizational leadership. Adept at leveraging interpersonal skills and emotional intelligence to mentor, coach, and inspire transformational change. Passionate about innovation and sustainability, with experience in modeling proof-of-concept investments for renewable energy technologies.

KEY PROFESSIONAL SKILLS

Business Analysis | Advanced excel | Effective leader | Performance Improvement | Operations Management | Product Development | Budget Management | Recruitment | Client Account Management | Compliance | Develop Controls | Team Leadership | Staff Training | Capacity Development | Coaching | Mentoring | Cross-Functional Communication | Cross Cultural Communication | Emotional Intellegence | Analytical & Critical Thinking | Office 365

PROFESSIONAL ACHIEVEMENTS

Retain Employees: Through authentic engagement and expression of genuine concern and empathy with those on the verge of resigning, I inspire a renewed purpose in their job while ensuring they feel supported and appreciated.

Increase Rates, Enhance Scope, Boost Revenue & Improve Profit: Through positioning the organization as highly responsive to customer pain points with a sense of empathy through active direct customer engagement to resolve typical project constraints jointly, embracing a collaborative approach to drive results to customer satisfaction.

Exceptional Crisis Management: Addressed an accident in one of our facilities by embracing collaborative stakeholder engagement in root cause analysis, proposing and implementing extensive innovative improvement initiatives to ensure a better safe workplace, resulting in reduced penalties and enhanced staff morale.

Process Development: Effectively engaged with all departments in the development of processes of ISO 9001 quality managed system (QMS), and thus created clarity around workflows and access controls while generating efficiency, centralized data, controlled document access, and improved organizational visibility.

Standard Operating Procedures & Workflow Development:

- Designed and implemented workflows that improved operational efficiency by 20%, ensuring consistency and compliance.
- Developed tailored Standard Operating Procedures (SOPs) that streamlined business operations for multiple organizations.

Leadership Training & Development

- Trained over 75 senior leaders in entrepreneurship, leadership, and management, driving measurable improvements in team performance.
- Mentored leaders on decision-making, emotional intelligence, and problem-solving, enhancing organizational leadership culture.

Data Analysis & Visualization

- Conducted data collection, analysis, and visualization using advanced tools to deliver actionable insights.
- Created dashboards and reports that optimized decision-making for strategic initiatives, leading to a 15% reduction in operational inefficiencies.

Risk-Based Problem Solving

- Developed risk-based approaches to tackle complex business challenges, minimizing potential threats while achieving optimal outcomes.
- Business Planning & Financial Modelling:
- Helped a Canadian bioethanol manufacturer secure \$5.9 million in investment by developing a robust business plan and financial model.
- Supported Divine Mercy Catholic Church in raising \$4 million to construct a center of excellence, aligning project goals with donor expectations.
- Conceptualized a \$30 million Level 4 hospital for Divine Mercy, preparing comprehensive feasibility and strategic plans.
- Modelled proof-of-concept investments for an energy-as-a-service company, including hydrogen fuel cells, super capacitors, solar power, wind power, and hybrid systems.

Strategic & Organizational Transformation

- Assisted PrayerCave TV in transitioning from a loss-making entity to a self-sustaining TV station by restructuring operations and financial strategies.
- Spearheaded strategic plans for multiple organizations, aligning objectives with growth opportunities and market trends.

Interpersonal & Emotional Intelligence

- Leveraged strong interpersonal skills to foster collaboration across teams and departments.
- Provided mentorship and coaching that empowered professionals and enhanced organizational growth.

Key Achievements

- Secured over \$39.9 million in investments and project funding for various organizations.
- Improved operational efficiency and decision-making through data-driven solutions and workflows.
- Trained 75+ senior leaders, fostering transformative change in leadership effectiveness.
- Supported renewable energy innovations through comprehensive modelling of alternative energy systems.

General Manager, Business Development | Adrian Group Ltd. (Ethiopia Branch) – Addis Ababa 08/2020 to Current

- Establish and administer annual budget with controls to support sustainability objectives and organize budgets, oversee P&Ls, and achieve margin targets consistently to stay on track with growth plans.
- Coordinate innovative strategies to realize marketing objectives and boost long-term profitability while delivering business strategy, developing systems, and forging procedures to improve operational quality and team efficiency.
- Results-oriented, I effectively implemented operational strategies and effectively built customer and employee loyalty and, as a result, negotiated and closed long-term agreements with new clients in assigned territories.
- Develop and implement pricing structures balancing firm objectives against customer targets while establishing relationships with key decision-makers within the customer's organization to promote growth and retention.
- Established, engaged, and strengthened relationships with key decision-makers within the customer's organization to promote growth and retention.
- Designed a modern employee recognition program that boosted productivity and improved morale in addition to setting, enforcing, and optimizing internal policies.
- Devised SWOT analysis to create and execute a business plan and collaboratively developed new strategies to capitalize on emerging customer and market trends.
- Executed research to uncover potential target areas, markets, and industries and effectively created reports and presentations detailing business development activities.
- Reduced corporate risk by managing shrink processes and controlling inventory levels.

Head of Business Development Strategy | Adrian Kenya Limited – Nairobi 07/2011 to 09/2020

- Succeeded in planning marketing initiatives and leveraged referral networks to promote business development, which resulted in the opening of 24 new vital accounts.
- Developed energy solutions for telecommunication operations, including hybrid solar for 250 BTS sites, Lithium battery solutions, and diesel generators
- Generated business for turnkey deployment of 1.65MW solar power plant for \$3,000,000 service contract
- Spearheaded telecom solution for indoor CPEs and MiFi devices for modern last-mile connectivity, achieving over \$1,200,000 in sales of devices
- Collaborated with sales and marketing departments to support business objectives and client acquisition.
- In addition to conducting P&L statement analysis to improve daily operations, increase revenue and reduce costs, I identified and pursued business opportunities to generate new revenue and improve bottom-line profitability.
- Investigated and addressed business development challenges to proactively mitigate problems.
- Produced reports detailing findings and recommendations while gathering, organizing, and inputting information into a digital database for future learning and reinforcing good governance.
- Boosted customer experiences by delivering superior customer service, issue resolution, and merchandising.
- Coached staff on daily performance and conducted evaluations to address concerns constructively.
- Educated staff on organizational mission and goals to help employees achieve success.

Energy Specialist | Sustainable Energy Solutions Limited – Nairobi 07/2009 to 06/2011

- Compliant with policies and regulatory guidelines in my direction and promotion of a safe working environment.
- Managed development, design, and construction of solar and wind power projects for projects exceeding 1.7MW.
- Assisted in strategic development for licensing and capacity building for design and implementing teams.
- Presented and explained energy efficiency programs to social, commercial, and industrial audiences in the promotion of awareness and the use of alternative or renewable energy sources.
- Participated in continuous training opportunities to hone craft and build leadership skills.
- Identified and recommended energy savings strategies to achieve more energy-efficient operations.
- Spearheaded site surveys to gather information to generate cost analysis reports.
- Utilized equipment for installing, maintaining, and testing electrical energy systems and components.

- Planned production schedules
- Planned raw material orders
- Designed workshop production drawings
- Participated in marketing drives and designed stainless steel prototypes for the hospitality industry
- Worked with the technical team to brainstorm solutions for new product release

EDUCATION

07/2022 Master of science in Management information Systems (MIS) in **Kenyatta University** (Ongoing)

07/2007 Bachelor of Science (BSc) Mechatronic Engineering, **Jomo Kenyatta University of Agric. & Technology**

PROFESSIONAL VALUE-ADDING TRAINING

BS OHSAS 18001:2007 IRCA Lead Auditor

Certificate in Micro-Computer Applications

Effective Project Management

Energy Management Training

Financial Management & Investment

Prince II Project Management

Social Psychology

Speaking to Persuade: Motivating Audience

REFERRALS/REFERENCES

Eric Kimondo

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