

FELIX NZUKI

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+13 YEARS IN BUSINESS DEVELOPMENT

With solid business acumen, I provide strategic direction and situational analysis for improved planning. Passionate about training teams and ensuring the right tools are used for better delivery, as a Business Development professional, I drive transformation and offer inner vision, deep thoughtfulness, and imagination that is principled on humanism.

Customer-centric, I am a leader with the expertise to focus on increasing revenues and expanding margins. Skilled at developing go-to-market plans, I develop and close new business opportunities. Adaptive and deadline-oriented, I consistently execute and complete multiple projects in high-stress environments. A meticulous leader and strategic planner with comprehensive managerial acumen, I draw and execute strategic plans, develop teams, and effectively relate to customers.

KEY PROFESSIONAL SKILLS

ISO implementation | Workflow mapping | Process Audits | 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 | Interpersonal Communication | 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.

INNOVATIONS

Founder & Director | OPTIPRO LIMITED

06/2022 to Current

As the Founder and Lead Consultant at Optipro Limited, Felix Nzuki is a certified Lead Auditor in ISO 9001, 14001, and 45001 standards. In this role, he spearheads the implementation of these international standards across various organizations. Felix's expertise encompasses process development, workflow mapping, and the training and cultural transformation of teams to adhere to standardized working environments.

He is deeply passionate about auditing, monitoring, and evaluation, ensuring that the transformations he leads are both effective and sustainable. His current focus is on leveraging his skills as a change management expert to drive continuous improvement and operational excellence.

Between 2022 to 2024, Felix has supported four organizations to implement integrated management standards in readiness for ISO certification or re-certifications.

A DECADE OF PROFESSIONAL EXPERIENCE

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

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

PROFESSIONAL VALUE-ADDING TRAINING

IRCA Lead Auditor	Financial Management & Investment
Certificate in Micro-Computer Applications	Prince II Project Management
Effective Project Management	Social Psychology
Energy Management Training	Speaking to Persuade: Motivating Audience

REFERRALS/REFERENCES

Available upon request