

Fidea Mndolwa | HR&ADMIN Manager

P.O.BOX 8450

DAR ES SALAAM

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Professional Summary

I am an outgoing, highly experienced human resources manager with over ten years of experience working in a professional setting. I have worked at customer service companies, industries, and other businesses and have experience working with employees as well as high-level executives. I am very capable of managing staffs. I am good at helping employees understand their responsibilities, finding hires for open positions, and making sure workplace procedures are followed.

Core Skill

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|------------------------------------|----------------------------|-----------------------------------|
| ✓ HR Management | Employment Relation | Recruitment Processes |
| ✓ Learning and Development | Performance Management | Disciplinary/Termination |
| ✓ HR Consultancy | Labour Laws | Employee Engagement |
| ✓ Change Management | Occupation Health & Safety | Payroll system HRIS, Biometric |
| ✓ Grievance and Conflicts | Stress and Time management | Statutory Regulation & Compliance |
| ✓ Personnel information Management | | |
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Career Summary

**Oct 2018-Present Human Resources and Administration Manager
Fire and Security Tanzania Ltd**

Outline

Overseeing the day to day HR and Administration management of employees with the company and branches with direct responsibility for approximately 500 employees to the General Manager and Managing Director

Key Responsibility

- Monitoring departmental performance and control system to ensure adherence to the best HR Practice and compliance to regulatory requirements
- Provide direct management to HR Assistant to ensure the smooth running of all HR Operations
- Recommending HR tooling to achieve process efficiency and participating in key decisions as a member of the executive management team
- Providing overall leadership and guidance on talent acquisition, career development and succession planning, retention, training leadership development, compensation and benefits.
- Attending meeting with HOD concerning updates on employee developing roles and identifying future needs
- Monitoring Compliances matters Head Office and Branches.
- Handling permit application for the expertise
- To liaise with finance and provide the essential information to ensure that pay roll is carried out in accordance with company's policy and directive
- Prepare statutory break down for all statutory authorities and share with your manager approval, these include; NSSF, NHIF, WCF, PAYE & HELSB
- Contributing to relevant and effective Human Resources policies and other policies within the company alignment with our standards
- Articulates HR priorities at all levels: Metrics, business updates, emerging business needs or share best practice.
- Takes responsibility for solving HR service provision issues.
- Coaches the local leadership team and managers to ensure they have the capability to handle situations with skill.
- To liaise with finance and provide the essential information to ensure that pay roll is carried out in accordance with company's policy and directive
- Attend to labour matters at CMA when such matters arise
- Partners with managers to develop appropriate solutions to address sensitive HR issues.

Key Achievement

- **Formulating policies especially HR Policy approved and being implemented**
- **Personally overhauled the employee benefit programmed and benchmarked the benefits scheme against competitors, resulting in a 50% increase in uptake**
- **Increase retention over 40% and reduced absence rates by 60% through improved Employee Engagement, policies and procedures**

**May 2017-May 2018 Human Resources and Administration Manager
Gaia Eco Solutions**

Outline.

Provided management and support to HR Assistant, and worked closely with Recruitment Team, responsible for employing 100 staff within the plant, reported to the Plant Director

Key responsibility

- Facilitated the daily management of the HR function, working collaboratively with the Head of HR
- Managed and mentored a team of international HR Generalists, and communicating with teams on regular basis to build effective HR agendas and strategies
- Directed Employee Relations procedures including the disciplinary process, grievances, statutory right, settlement agreement and absence management
- Oversaw performance management processes which included on-boarding, probationary management performance improvement plans, annual reviews and exit interviews
- Assist the Payroll & Benefit Coordinator to process Airtime and NHIF benefit in a timely manner, preferably soon after payroll approval & before the end of the month
- Uses knowledge of emerging trends and external best practices to build innovative HR solutions to respond to short term challenges to deliver value in line with the business and HR plans.
- Coaches managers to assess the capability, culture and environment of the team using appropriate behavior, attitude and culture models to build appropriate interventions to improve performance
- To liaise with finance and provide the essential information to ensure that pay roll is carried out in accordance with company's policy and directive;
- To monitor the success of implemented administrative policies and monitor the success of implemented administrative policies and suggest where applicable if improvements could be made
- Attend to labour matters at CMA when such matters arise

**Oct 2011-Oct 2016 Human Resources and Administration Manager
Basic Transmission Limited**

Outline

Innovative, energetic individual with proven track record in developing , implementing and administering human resources programs will provide expertise in the following areas: Human Resources Management Employee Recruitment and Retention Benefit Administration

Key responsibility

- To prepare a system of performance evaluation for each employee
- Participating as a part of cross functional team on projects supporting business change and reorganization
- Processing semi-monthly payroll for the 200+ employee in 3 regions by verifying time data is accurate and properly approving in time management
- Providing analytical, technical administrative as it relates to benefits, payroll and reporting and compliance measure
- Entering payroll data related to new hires, termination, and other changes
- Managing and analyzing employee benefit program, research issues, and track usage data
- Provide a quarterly report to the Chief Executive Officer of the Company on employment conducts and their adherence to the Company rules and regulations

- Administer employment matters, policy development and compliance to regulatory concerns

**June 2009-Oct 2011 Human Resources Specialist
Star Media (T) Ltd**

Outline

Provided management and support to HR Assistant, and worked closely with Recruitment Team, responsible for employing 100 staff within the Head Quarter, reported to the HR Director.

Key responsibility

- To recruit staff as the company policy and requirements
- Complete leave form for staff, which include annual, sick& unpaid Leave
- Maintain & update staff personal information & Record
- Maintains human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Solve employee complain and labour matters in general
- The ability to recognize when employees are disgruntled and offer solutions encourage harmony and productivity within a workplace
- Provided oversight to the compensation program and annual review process, including pay for performance and corporate wage and salary structure

Education and Training

Don Bosco University:

Master's in Business Administration in General Management (2014 postponed INDIA)

Institute Of Social Work

Advance Diploma of Human Resources Management (2005-'09, TANZANIA)

Certificate of Human Resources Management ('04-'05, TANZANIA)

Secondary Education:

O-level City View High School (1998-'01, UGANDA)

A-level City View High School (2002-'03, UGANDA)

Primary Education: Mlimani Primary School (1991-1997, TANZANIA)

PROFESSIONAL TRAINING COURSE

- ❖ ***I have participated ATE (Association of Tanzania Employers) training Employment Standards Under Labour, HRM and HIV at work place; June 2012 At Palace Hotel Arusha***
- ❖ ***I have participated CMRU INDIA, International IT Skills Certificate Programme on Information Technology Application in Human Resources Management: held 21 to 26 July at Mzumbe University, Dar-es-Salaam Campus 2014***

REFEREES

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