

## CURRICULUM VITAE

### PERSONAL DATA

**Names** : Byabasaija Francis Kyamiiza,  
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**Residential Address:** Kampala – Kiira Road  
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**Profession** : Human Resource Manager  
**Date of birth** : 06.06.1976  
**Nationality** : Ugandan  
**Sex** : Male

### PERSONAL ATTRIBUTES.

I am an ambitious, broad-minded, caring, competent, cooperative, dependable and honest applicant who is ever determined, visionary, innovative, inspiring, self controlled, loyal and above all, supportive to the organization, its systems and human Resources.

*“Professional member of Human Resource Managers’ Association of Uganda (HRMAU)”*

### SUMMARY OF WORK EXPERIENCE

<u>Designation:</u>	<u>Company:</u>	<u>Industry</u>	<u>Period</u>
• Human Resource Manager;	Cementers (U) Ltd,	- Construction	Mar 2017 - to date
• Human Resource Manager;	Crane Bank Ltd	- Banking	Nov 2014 – Feb 2017
• Human Resource Manager;	Bank of Baroda (U) Ltd;	- Banking	June 2012 – Nov 2014
• HR & Admin Manager;	Appliance World Ltd	- Electronics	May 2011 – Jun 2012
• HR Asst & Duty Manager;	Kampala Serena Hotel	- Hospitality	Jul 2007 – May 2011
• General Supervisor;	Mussy Hotel Ltd	- Hospitality	Jan 2005 – Jun 2007
• Receptionist / Concierge;	Nile Hotel International	- Hospitality	Jun 2003 – Dec 2004
• Cleaner;	Nile Hotel International	- Hospitality	Jul 2000 – Jun 2003

### SUMMARY OF EDUCATION & TRAINING

- Masters in Human Resource Management – Uganda Management Institute
- Post Graduate Diploma in Human Resource Management - Uganda Management Institute
- Bachelors Degree in Hotel Management – Makerere University, Kampala

### SUMMARY OF OTHER TRAININGS:

- Fire prevention / fighting & Basic first Aid - Fire and safety Appliances Limited
- Workers Compensation & Insurance Policy - Federation of Uganda Employers
- HIV prevention strategies, Counseling & testing - Global Health & HIV / AIDS Initiative Uganda
- Industrial Relations - Federation of Uganda Employers

### SUMMARY OF SKILLS / COMPETENCIES

- |                                 |                            |                           |                        |
|---------------------------------|----------------------------|---------------------------|------------------------|
| -People management              | - Payroll management       | - Talent management       | - Report writing       |
| -Reward management              | - Industrial relations     | - Succession planning     | - Policy development   |
| -Conflict resolution            | - leadership & negotiation | - Planning & organizing   | - labour laws          |
| -Relationship management        | - Recruitment & selection  | - Critical analysis       | - Problem solving      |
| - Collaboration & coordination  | - Strategy implementation  | - Workforce planning      | - Decision making      |
| -Verbal & written communication | - Training & development   | - Interpersonal relations | - Creative thinking    |
| - Performance management        | - Leave management         | - Work permits processing | -Cultural intelligence |

- Driving
- Computer skills
- Behavioral management
- Time management
- Health, Safety & Environ't Mgt.
- Record management
- Secretarial duties
- Any other.

## **DETAILED WORK EXPERIENCE & ACHIEVEMENTS**

March 2017 – to date.

### **HUMAN RESOURCE MANAGER / CEMENTERS UGANDA LIMITED.**

Staff Recruitment and selection, Induction and orientation of new employee and other concerned old employees, Monitoring staff attendance, Developing, reviewing, communicating and implementing HR departmental objectives and strategies, policies and procedures based on best practices, Developing and coordinating Performance appraisals & ensure fair treatment in its management while identifying staff training needs and development. Conducting scheduled / periodical Staff meetings, coordinating with Heads of Departments & line Managers in all aspects of HR, Processing, Effecting implementation of Employee's contractual terms and conditions of service, formulating and monitoring welfare policies & procedures, Coordinating implementation of disciplinary policy and procedures, Management of Contractual engagements, Making weekly / monthly reports to Management, Providing advice and guidance to Management in regard to HR policies and labour laws, Maintaining updated staff records, Guiding Management about labour laws, Representing Cementers Uganda Ltd in any labour dispute, Promoting hygiene, health & safety at work place, Developing standard operating procedures, Supporting HODs & productivity Supervising Administration staff, Updating and maintaining job descriptions for all positions, Supervising staff welfare facilities and benefits, Leave Managements, Staff Compensation Management, Offering Technical support in performance management system, Drafting correspondences, Any other duties assigned to me by Management.

### **Accomplishments:**

Recruitment of staff including head hunting, developed a 56 pages strategic HR policy manual that is in line with labour laws of Uganda, Established a disciplinary Committee, rules and procedures to be followed for fairness to Employees. Sensitized all staff about company rules and regulations, Health and Safety as well as benefits of good hygiene at work place. Established a central filling system of HR records including staff files. Good relationship with entire Management and staff. Organized community open door events such as blood donation. Established Employees code of conduct which yielded positively in staff discipline. Relationship Management with labour offices, Labour Union and Immigration department of Uganda. Training of trainers and the rest of the employees and this has reduced injuries at work. Effective communication to all staff, Departments and entire Management through e-mails, internal memos and direct briefings as and when required. Bridging the gap between Management and Employee. Full compliance of our company with applicable laws of Uganda is another achievement. Compensation and reward management through negotiations with Management. Decision making without any bias and handling of all insurance claims in regard to injured employees or Company motor vehicles.

November 2014 – February 2017

### **HUMAN RESOURCE MANGER / CRANE BANK LIMITED.**

Recruitment of staff in all cadres and ensuring that all other aspects are in line with Company Policy, Vetting new employees before joining, Coordinating with Heads of Department for an effective Performance Management System, Sensitizing employees about HR Policies & Employees code of conduct, Responding to HR related queries both at Management and Board Committee level, Developing and implementing Human Resource Management and Development Policies as well as strategies for the organization., Providing guidance to Management on Human Resource Management issues and employment matters in line with policies, Standard Operating Procedures and labor laws, Monitoring and evaluating employee performance in order to attract, motivate and retain performers, Coordinating staff welfare programs including Medical Insurance Scheme, Supervising / overseeing operations of staff Restaurant, Budgeting for the Department, Developing and implementing Human Resource Management strategies and policies for the company, Developing HR work plans and ensure successful implementation, Support other department for successful performance, Guiding Management in regard to HR issues and labour laws, Ensuring effective and efficient administration of the Company, Develop and implement Human Resource Management and Development Policies and strategies for

the organization, Providing guidance to management on Human Resource Management issues and employment matters in line with policies, guidelines and labor laws, Ensuring the recruitment, selection and placement, draw up Terms of Reference and Job descriptions for Company Employees in accordance with the established rules and procedures, Developing an effective remuneration structure that is directly linked to employee performance in order to attract motivate and retain high caliber employees, Developing & implementing staff welfare and training programs, Ensuring the implementation of effective Performance Management system, Developing, implementing and evaluating HR work plans and budgets and supervise the staff in the Department, Informing Management of changes in labour laws for consideration, Updating Bank's Human Resource policy manual as and when required, Coordinating with HODs, Regional Managers and Branch Managers, Coordinating both internal and external trainings, Drafting notes to obtain approval of the competent authority, Promoting Discipline in Bank's services, Secretary to Human Resource Management Committee, Disciplinary Committee, Board Human Resource Committee and Board compensation Committee, Responding to Audit queries / BOU inspection, Leave Management for all employees, Counseling staff as and when required, Conducting surprise visits to Branches to directly interact with employees and also observe conformity to company rules and procedures, Promoting an internal conducive working environment for all staff, Developing external relations with external offices, Record Managements including staff files, Communicating to staff in using of circulars / e-mails / Internal Memo etc. Employee retention and any other duties assigned to me from time to time by Management.

**Accomplishments:**

Recruiting of staff both local & foreigners. Updated HR policy manual regularly after approval of the board. Established Management procedures and sensitized employees about implementation of the same. Established a safe lockable record / filing room for information control and safety. Collaborated with all Heads of Departments, Participated in Community open door events such as Eye Treatment camp / blood donation etc., Established standard Operating Procedures for various sections in support of departments. Relationship management with labour Offices / Immigration, Clients and Employees. Training of staff, identifying training needs and developed a training schedule that was fulfilled. Trained staff about new Bank Products / system etc. Effective staff compensation, Payroll Management, Consultative Decision making after collective sharing where applicable. Identified suitable Employees eligible for promotions and prepared them for new roles ahead. Facilitated on site bank of Uganda Audit, Internal Audit and replied to any HR Audit query. Performance Management and verification of academic documents, payroll verifications and completion of immigration issues of staff.

June 2012 – November 2014

**HUMAN RESOURCE MANAGER / BANK OF BARODA (U) LIMITED**

Recruitment of staff following Bank's Policy, Induction and target training of employees, Managing Performance and Development of staff, Conducting periodical Job evaluations, Developing and reviewing Human Resource and Administration policies, Implementing and updating HRM System, Designing and institutionalizing systems for monitoring and measuring individual, team & organizational performance, Deal with matters pertaining Industrial Relations, Develop and monitor implementation of HR & Administration Strategies, Attending all HRM/HRD functions, Developing and implementing the Organization's succession planning & training Programme, Dealing with matters related to Absenteeism, Punctuality, Annual leave, sick leave etc, Coordinating with all Departments, Sections and Branches for effective handling of HR issues, Designing and facilitating assimilation of change initiatives, Processing logistics and reimbursements to concerned staff members, Monthly, quarterly and annual HR statements / reports, Attending disciplinary cases and taking a corrective action, Ensuring that our Bank is compliant with the relevant laws in place, Verification of salaries & ensuring that statutory deductions are correctly effected and any other duties assigned to me from time to time. Attending Immigration issues, Training of Clerical staff, Supervisors and Managers both internally and selectively externally, conducting exit interviews with leaving employees and periodical reporting to management.

**Accomplishments:**

Recruitment of staff, followed the training needs analysis and developed a training calendar that was satisfactorily implemented. Implemented HR policies, regularly updated HR Manual, Represented the Company in all HRM /

HRD functions. Developed and maintained a succession plan for all positions, Collaborated with sections / Departments & Branch Managers in all aspects of HR management, Timely submission of reports to Headquarters in Mumbai India, Negotiated with Trade Union and accordingly resolved issues of concern, Performance management, verifying payroll and correcting errors made if any. Planned, Organized, coordinated, Implemented and Evaluated HR functions of the Company. Target trainings at appropriate timings, payroll verifications and related correction actions, Timely processing of Work permit / dependant pass and special passes. Target trainings involving Clerical staff, Supervisor and managers achieved.

May 2011 – June 2012

**HUMAN RESOURCE & ADMINISTRATION MANAGER / APPLIANCE WORLD LIMITED**

Bridging between the company's employees and management, Resolving problems, issues and concerns raised by employees & Clients so that employees within the company were happy and working in 'good spirit' and feel that the company listens to their concerns and solves them as much as can be resolved in a timely manner, management of HR Information System, Supervising Admin staff, Coordinating Insurance and compensation, Payroll Management, Relationship Management, Recruitment and selection, My job also involved administrative duties such as; dealing with company maintenance issues, application for work permits, special pass, dependent's pass for expatriates as well as renewal of those documents. Take charge of the company's insurance policies and deal with our insurance company, making claims and ensuring that the company abides with the relevant laws, Developing & implementing staff welfare and training programs, Ensuring the implementation of effective Performance Management system, Developing, implementing and evaluating HR work plans and budgets and supervise the staff in the Department, Informing Management of changes in labour laws for consideration, Developing and reviewing Human Resource and Administration policies, Implementing and updating HRM System, Designing and institutionalizing systems for monitoring and measuring individual, team & organizational performance, Deal with matters pertaining Industrial Relations, Develop and monitor implementation of HR & Administration Strategies, Staff Recruitment and selection, Induction and orientation of new employee and other concerned old employees, Monitoring staff attendance, Developing, reviewing, communicating and implementing HR departmental objectives and strategies, policies and procedures based on best practices, Developing and coordinating Performance appraisals & ensure fair treatment in its management while identifying staff training needs and development. Conducting scheduled / periodical Staff meetings, coordinating with Heads of Departments & line Managers in all aspects of HR, Processing work Permit for expatriate employees, Effecting implementation of Employee's contractual terms and conditions of service, formulating and monitoring welfare policies & procedures, Coordinating implementation of disciplinary policy and procedures, Management of Contractual engagements, Making weekly / monthly reports to Management. Coordinating with external recruiters for specialized skills and jobs.

**Accomplishments:**

Established standard Operating Procedures for Reception, Showroom and stores to improve customer service, established staff uniforms in all sections / departments, bridged the gap between staff and Management. Progressive customer satisfaction had started to be observed, Staff discipline improved within short time, rules and regulations started to be observed, Insurance and compensation was achieved, Payroll management satisfactorily achieved and many others. Coordination with external recruiters was achieved.

February 2011 – May 2011

**DUTY / OPERATIONS MANAGER / KAMPALA SERENA HOTEL (Promoted)**

Ensuring that organizational policies, rules and regulations as well as standard operationg procedures are adhered to in business operations, Ensuring provision and mentainance of the highest standards of service in both guest's / customer's and back of house areas at all times, Decisiom making in the matters of suppliers, customer / clients and organizational employees, Making reports to the General Manager, Recieving VIP guests in the Hotel,

standing in for Heads of Departments for any departmental requirements especially night shifts, Supervising all departments, Managing Company fleet, handling medical concerns for in-house guests, Managing Cash float up to 50M, Handling Guests' complaints and resolving them appropriately, Approving / authorizing complimentary services to customers, Actively wandering in and around the Company premises in order to ensure conformity with the corporate philosophy of having the highest reputation for standards and services.

July 2007 – February 2011

**HUMAN RESOURCE ASSISTANT / KAMPALA SERENA HOTEL**

Monitoring daily staff attendance and making reports reflecting total staff on duty, absent, on approved leave etc. Supervising Staff Restaurant and making reports, Supervising staff transport, processing and monitoring staff leave, handling staff complaints, receiving Departmental visitors, opening up and updating staff files, performing secretarial duties including preparations for trainings. Management of casuals and processing weekly wages, handling disciplinary issues and reporting them to Human Resource Manager as per the company policy. Receiving applications and shortlisting candidates, Inviting candidates for interviews and facilitating interviews. Inducting new employees and developing orientation program for on job training, registering new employees in HR information System.

Jan 2005 – June 2007

**GENERAL SUPERVISOR / MUSSY HOTEL WANDEGEYA**

Handling both Customer's and staff complaints, identifying training needs and reporting them to Manager, Recruitment of new employees, processing of staff payments, handling procurement of company products and materials, supervision of stores, monitoring staff attendance, promotion and implementation of company policies, staff training and making monthly reports to Management, Supervising rooms and the related occupancy, Interacting with customers and identifying gaps in customer service, handling staff grievances,

June 2003 – Dec 2004

**RECEPTIONIST / NILE HOTEL INTERNATIONAL (promoted)**

Welcoming and greeting guests, Directing visitors to the appropriate person and office after confirming with the recipient office, Answering, screening and forwarding incoming phone calls to the appropriate office, Ensuring reception area is tidy and presentable with all necessary stationery and material (e.g. pens etc), Providing basic and accurate information in-person or via phone/email where applicable, Receiving sorting and distributing daily mail/deliveries, if any. Observing office security by following security precautions & procedures such as access door control, Requisitioning for front office supplies and keep inventory of stock, Updating calendars and schedule for official meetings and appointments, Registering new employee's in staff attendance information system, Performing other clerical duties such as filing, photocopying, transcribing and faxing etc. Listening and resolving complaints reported by customers where applicable or else refer the same to Front Office Manager, Transmitting documents or information to customers using any acceptable and applicable means. Handling Air Ticket issues for the guests including bookings at short notice.

July 2000 – June 2003

**CLEANER / NILE HOTEL INTERNATIONAL**

Ensuring that the environment both in and around the Hotel / Conference Centre is kept clean using appropriate detergents & equipment without increasing the costs of operations, Requesting for cleaning materials / detergents for that purpose from the Supervisor, Sweeping / mopping office floor and ensure that the place is kept clean, Using the appropriate cleaning equipment at all times and avoid misuse that may damage the equipment / floor. Collecting rubbish and sorting it properly for proper disposal following the standard operating procedures putting in mind the company environmental policy, Cleaning the tools including buckets every after working hours, Keeping company tools in a designated place, Cooperating with the rest of the employee from time to time,

Reporting any lost and found property to the Supervisor, Reporting any suspicious dealings / theft observed in the course of my work, pushing rain water from the entrance / steps / verandahs especially after raining so as to reduce risks of accident, Observing rules and regulations including Health and Safety, employee code of conduct etc., Perform Administrative support duties such as delivering documents to departments, Attending rest rooms / wash rooms and ensuring that toiletry requirements are in place and any other duties assigned to me from time to time by Management.

## **DETAILS OF ACADEMIC QUALIFICATIONS.**

2009 – 2010

### **MASTERS IN HUMAN RESOURCE MANAGEMENT**

Uganda Management Institute, Kampala.

Research Topic: “Job design and Employees job satisfaction in the hotel Industry of Uganda” A case study of Kampala Serena Hotel.

2007 – 2009

### **POST GRADUATE DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

Uganda Management Institute, Kampala.

Management skill improvement, Management Information System, Quantitative methods in decision making, Research methods & Techniques, Human Resource Development and Management, Labour laws and Industrial Relations, Job evaluation and Reward management, Financial accounting and management, Human Resource Planning, Business policy & Strategic Planning, Organizational Development.

2001 – 2004

### **BACHELORS DEGREE IN CATERING AND HOTEL MGT.**

Makerere University, Kampala.

Accounting, Business Law, Business Communication, Quantitative methods, Principles of Management, Business Administration, Information Technology, Principles of Marketing, Reception Operations, Food chemistry, Food & beverage service, Accommodation, Nutrition and Dietetics, Tourism, Entrepreneurship Development, Strategic Management, Project work, Catering law etc.

## **LANGUAGES.**

English, Luganda, Runyankole/Rukiga & Runyoro/Rutoro

## **REFEREES**

Ms. Harriet Tumushabe,  
Human Resource Officer,  
Kampala Serena Hotel.  
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Mob: 0751 705390

Ms. Agaba Hope .  
Human Resource Manager  
Mestil Hotel, Kampala,  
[agabahopecaro@gmail.com](mailto:agabahopecaro@gmail.com)  
Mob: 0703 798557

Mr. Jjuuko Adrian  
Quality Control Manager  
Cementers (U) Ltd,  
[jjjuukoadrian@gmail.com](mailto:jjjuukoadrian@gmail.com)  
Mob: 0702 970401

## **Certification:**

I, the undersigned, certify to the best of my knowledge and belief that these data, correctly describes my qualifications, my experience and me.



(Byabasaija Francis Kyamiiza)

Date ; 7th Aug 2019