

# Eddy Brian Nthiga

Well-Rounded Management Professional

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## Professional summary

Well-rounded management professional with over 9 years of experience in the Legal, Hospitality, and Technology fields. Skilled in managing high-achieving teams with minimal supervision. A hardworking, highly motivated professional who excels in both individual and team capacities.

Strong communicator and problem-solver, focused on delivering results and enhancing business performance.

Resourceful and results-driven, with a passion for growth and efficiency to meet company needs and increase service value.

## Skills

**Data Analysis** (*Experienced*)

**Data Extraction** (*Experienced*)

**Data Communications** (*Experienced*)

**Client Correspondence** (*Experienced*)

## Employment history

### Tourisim Regulatory Authority of Kenya | TOURISM MANAGEMENT CONSULTANT | Nairobi, Kenya

*Jul 2021 - May 2022*

- Drafted comprehensive reports on project progress and presented findings to senior management team members.
- Performed research into industry best practices for process optimization.
- Implemented strategies to improve workflow processes, resulting in increased productivity levels.
- Evaluated existing systems for potential improvements while maintaining compliance standards.
- Analyzed customer feedback to identify areas of improvement in customer service.
- Monitored and recorded employee performance to enforce adherence to company policies.
- Conducted market analysis to identify potential opportunities for growth.
- Performed administrative tasks such as scheduling appointments and ordering office supplies.
- Organized employee projects and contests to increase sales and encourage exceptional customer service.
- Collaborated with management team to plan and direct work of employees.
- Provided guidance on organizational design, change management, risk management and succession planning strategies. .
- Develop and implement strategies to promote sustainable tourism practices that minimize negative impacts on the environment and local communities.
- Conduct training sessions on sustainable tourism practices for industry professionals in Kenya.

### Radar Technologies Limited | Head of Data Control Operations

*Jan 2014 - Sep 2023*

- Collaborate with IT team to ensure the security and integrity of data control systems
- Develop and implement advanced data control strategies to ensure data integrity and customer confidentiality.
- Promote a culture of data privacy and security within the organization, ensuring compliance with relevant laws and regulations.
- Implement a robust data control program that includes regular risk assessments, vulnerability scans, and penetration testing to identify and mitigate potential security risks.

- Collaborate with stakeholders across the organization to identify opportunities for improving data control processes and systems
- Identify and analyze potential risks and vulnerabilities in data control systems, and develop strategies to mitigate them.
- Lead a team of data control specialists to ensure the successful implementation and execution of data control strategies and compliance measures.

### **The Judiciary- Republic of Kenya | Judicial Intern | Nairobi, Kenya**

*Sep 2013 - Jan 2014*

- Developed memoranda summarizing findings of fact and conclusions of law in support of judicial decisions
- Advised attorneys on matters related to their cases including evidentiary rules and procedural requirements
- Assisted with trial preparation activities such as organizing evidence, researching precedents, interviewing witnesses, and developing arguments for trial
- Drafted legal documents including complaints, motions to dismiss, motions for summary judgment, discovery requests, and responses
- Assisted in the preparation of legal opinions and recommendations on complex legal issues
- Prepared reports summarizing the facts of a case for review by the judge or magistrate prior to sentencing
- Reviewed court records and legal documents for accuracy and completeness
- Reviewed and analyzed legal documents and contracts to ensure compliance with applicable laws and regulations

### **Kamahuha Distributors - Warehouse Associate**

*Jan 2011 - Jul 2012*

- Checking all shipments and reporting shortages, damages, and misplacements when compared to the driver's manifest.
- Ensure a safe working environment utilizing consistent practice of health and safety procedures.
- Efficiently move product from the staging or storage areas into trailers
- Accurately counted, selected, checked, and received orders.
- Loaded items via hand bombing and lumping procedures.

### **Kentank Company, Kenya – Mechanical Pipe Fitter**

*Aug 2012 - Aug 2013*

- Assemble and secure pipes, tubes and fittings, inspect examine and test installed systems and pipelines, using pressure gauge, hydro-static testing and observation.
- Measure and mark pipes for cutting and threading. Plan pipe system layout, installation, or repair according to specification.
- Communicate with construction managers and other professionals.
- Work with equipment such as wheelbarrows, pulleys and ramps.
- Teach safety standards to other professionals with less experience than I have.

## **Education**

### **The Catholic University of Eastern Africa, Nairobi | Bachelors of Law in Studies in Law**

COMPLETED COURSEWORK TOWARDS BACHELORS OF LAW IN STUDIES IN LAW

### **Zetech University, Nairobi | Diploma in Tourism Management**

COMPLETED COURSEWORK TOWARDS DIPLOMA IN TOURISM MANAGEMENT

### **St. Pauls High School, Embu | O-Level**

COMPLETED COURSEWORK TOWARDS O-LEVEL

# Courses

**Ontario Human Rights Commission | Working together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act**

*Dec 2023 - Dec 2023*

**Aix Safety | WHMIS Pictograms**

*Dec 2023 - Dec 2023*

**District School Board of Niagara/ Ontario Works | Cashier and Customer Service Training - The Literacy and Basic Skills Program**

*Dec 2023 - Dec 2023*

**District School Board of Niagara/ Ontario Works | Skills for Success Program - Custodial Services Training**

*Dec 2023 - Dec 2023*

**Ministry of Labour, Training and Skills Development | Worker Health and Safety Awareness in 4 Steps Training Module**

*Nov 2023*