



# ALLY KHAMIS MIRROW

Dar Tanzania

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## SKILLS

- Computer Skills
- Succession planning
- Contract negotiation
- Reliability
- Multitasking
- Self-starter
- Attention to detail
- Critical thinking
- Decision making
- Strong Ethics and reliable with sense of responsibility.
- Time Management
- Delegation
- Labour Law

## PROFESSIONAL SUMMARY

A dedicated HR Professional with more than 10 years of experience in achieving organization excellence and implementing human resource initiatives. Creative thinker with the ability to align the needs of the employees with the goals and mission of the organization. Committed to building a productive and engaged workforce. Promote and open-door policy with the ability to communicate to all staff levels.

## EXPERIENCE

### KIOO Limited & Equator Logistics (Sister Companies) | Dar es Salaam, Tanzania

January 2023 - Current

#### Human Resource Manager

- To strengthened employee knowledge and abilities, leading comprehensive training program for new and established employees.
- Contribute to the development of the organizational strategy and planning (for example: vision, mission, values, ethical conduct, future business opportunities)
- Develop, execute, and lead HR strategies that are aligned to the organization's strategic plan (for example: HR initiatives and workforce requirement.
- Develop and manage workplace practices that are aligned with the organization's vision, mission, values, sustainability, corporate social responsibility (CSR), ethics, and anti-corruption, to shape and reinforce organizational culture.
- Develop and evaluate strategies and workplace practices to promote diversity and equity.
- Identify and analyze HR metrics to inform strategic actions within the organization (for example: develop new metrics, predictive analytics, turnover rates, Attrition rate, Absenteeism rate, cost per hire etc.
- Develop, monitor, and assess recruitment strategies to attract talent (for example: labor market analysis, salary expectations, selection processes, sourcing, employee value proposition [EVP] and employer branding.
- Develop and evaluate strategies for onboarding new employees and managing cultural integrations (for example: new employee orientation, onboarding, restructuring.
- Design and evaluate strategies and processes for performance management (for example: performance evaluation, performance improvement, feedback, coaching.
- Identify and implement strategies and processes for leadership development (for example: conflict resolution, mentoring, performance discussions, coaching, effective communication).
- Develop and evaluate employee career and growth opportunities (for example: assessing talent, developing career paths, managing job movement within the organization)
- Create and evaluate labor strategies (for example: collective bargaining, grievance program, strategic alignment with labor, other union-related activities).
- Design and assess offboarding strategies, processes, and trends (for example: exit interviews)
- Create and evaluate compensation strategies that attract, reward, and retain talent (for example: direct, indirect, incentives, bonuses, equity,).
- Create and evaluate benefit strategies that attract, reward, and retain talent (for example: health, welfare, retirement, work-life balance.)

- Design and develop employee recognition programs (for example: non-monetary and monetary rewards, workplace amenities, service awards)
- To develop and implement HR strategies and initiatives aligned with the overall business strategy.
- To bridge management and employee relations by addressing demands, grievances or other issues.
- To maintains employee confidence and protects operation by keeping human resource information confidential.
- To Support current and future business needs through the development, engagement, motivation and preservation of human capital.
- To Develop and monitor overall HR strategies, systems, tactics and procedures across the organization.
- To nurture a positive working environment.
- To resolve conflicts through positive and professional mediation.
- To prepare a consolidated Human Resources Information System and submit to the Top Management.
- To Ensure legal compliance throughout human resource management.
- To Develop policies and procedures on human resources to ensure the availability of guidelines that support the implementation of the human resources strategy in a manner that is complaint, effective and efficient.

### **A-one Products and Bottlers Limited | Dar es Salaam, Tanzania**

April 2016 - December 2022

Human Resources Manager

- Offered guidance and counseling to managers and employees regarding recruitment, employee performance and complaint investigation.
- Resolved conflicts through positive and professional mediation.
- Handled confidential matters with discretion to maintain workplace and employee privacy
- Worked closely with employees in adjusting payroll deductions and updating personal information records.
- Coordinated and led new hire orientations and benefits meetings.
- Revised and maintained company handbook on policies and procedures.
- Oversaw and managed appraisal system geared towards driving high performance.
- Participated in administrative staff meetings to stay informed on new developments.
- Received employee complaints and inquiries and facilitated walk-in employee relations requests to reinforce proper grievance policy.
- Supported development and implementation of progressive discipline process and corrective action determination.
- Assessed training needs to develop programs addressing skills gaps.
- Assisted with payroll administration, organizing timecards, absence reports and bonuses.
- Helped departments with development and delivery of strategic HR plans to fit with overall business direction.
- Mediated personnel disputes as link between management and employees.
- Enhanced management capabilities by advising on equal employment and sexual harassment.
- Strengthened employee knowledge and abilities, leading comprehensive training program for new and established employees.
- To coordinate office activities and operations to secure efficiency and compliance to company policy.
- To supervise administrative staff and divide responsibilities to ensure performance.
- Oversaw evaluation, classification and rating of occupations and job positions.
- Ensure overall company compliance in relation to fair and compliant labor practices.
- To attend to the Commission of Mediation and Arbitration and Labor Court session on Labor related matter.

- On ongoing basis, to oversee all HR systems, policies and procedures to ensure alignment with organizational objectives, and with other systems, policies and procedures. As well as to ensure compliance by all staff members.
- To manage and implements succession planning by identifying and developing potential employees.

## **A-one Products and Bottlers Limited**

July 2012 - March 2016

### **HR Coordinator**

- Collecting, maintaining and updating employee's details (Data base)
- Ensure that all employees file is opening and maintaining properly
- Ensure that all employees are being registered to pension fund
- Maintains employee confidence and protects operations by keeping human resource information confidential
- Work together with accounts department on employees leave, loan and salaries payment
- Processing advances, loans, warning letters, leaves and staff contracts
- Advising the management in various matters concerning Human Resources management
- Registering, Updating and downloading attendance report on the Biometric machine
- Receiving and consolidating Human Resource Information System for presentation to top management
- Act as liaison between management and employees, assisting in resolving work related issues
- Manage questions and complaints, settle disputes and resolve conflicts in the office
- Participate in reviewing and suggesting on cases related to employees in regards to breaking the rules and regulations of the company or any queries on day to day
- On ongoing basis, oversee all HR systems, policies and procedures to ensure alignment with organizational objectives, and with other systems, policies, and procedures, as well as to ensure compliance by all staff members
- Communicate human resource policies and procedures to all staff, and guide/facilitate the implementation of new/revised systems through continuous interaction with line managers and other staff members
- In collaboration with the senior management team, establish and oversee processes that prevent internal conflicts among staff members and department, and that facilitate resolution of conflicts when they occur
- Attend to the Commission of Mediation and Arbitration and Labor Court session on Labor related matters
- Attending all government officials and other visitors in the plant
- Dealing with employee's workman compensation
- Listening to grievances and implementing disciplinary procedure
- Administer staff leave i.e Annual, Sick, Maternity, Paternity, Compassionate e.tc
- Act as Liaison between various Learning Institutions on Recruitment and Development of Local capacity
- Make sure the company is complying with OSHA's rules and regulations
- Work closely with Trade Union on employee relations issues
- Daily filling of related employee documents
- Requesting, following and distributing Stationary items on Monthly Bases
- Participating on OSHA, TBS and Municipal related issues
- Performing any other duties as might be assigned by the Department or Unit Head.

## **Mohammed Enterprises**

June 2010 - June 2012

### **HR Executive**

- Hiring daily paid and doing head counting for verification on daily basis
- Collecting, maintaining and updating employee's details (Data base)
- Ensure that all employees files are opening and maintaining properly
- Ensure that all employees are being registered to pension fund
- Registering, Updating and downloading attendance report on the Biometric machine
- Receiving application, conduct screening of CVs, Interviewing and find background and references of the Candidates
- Act as liaison between management and employees, assisting in resolving work related issues
- Manage questions and complaints, settle disputes and resolve conflicts in the office

- Listening to grievances and implementing disciplinary procedure
- Act as Liaison between various Learning Institutions on Recruitment and Development of Local capacity
- Daily filling of related employee documents
- Performing any other duties as might be assigned by the Department or Unit Head.

## EDUCATION

**Degree of Master of Science in Human Resource Management**

**2012-2014**

Mzumbe University

**Bachelor of Arts with Education -Opt HR Subjects**

**2006-2009**

University of Dar es Salaam

**Advance Certificate of Secondary Education**

**2003-2005**

Makongo Secondary School

**School Certificate of Secondary Education**

**1998-2001**

Kinondoni Secondary

## LANGUAGE

Swahili - Proficient

English - Proficient

## TRAININGS

- Mohammed Enterprises T Limited  
Feb 29 2020  
People Management Skills
- Mohammed Enterprises T Limited  
Feb 01 2020  
Work Ethics & Professionalism in HR.
- Mohammed Enterprises T Limited  
Jun 09 2018  
Team Building Workshop
- Mohammed Enterprises T Limited  
Mar 03 2018  
Giving Constructive Feedback
- Mohammed Enterprises T Limited  
Feb 03 2018  
HR-Multitasking Skills
- A-one Products and Bottlers Limited  
Oct 31 2013

## ACHIEVEMENTS

- Successfully managed a human resource training program for 25 department within the specified time
- Identified a series of employment related legal issues and ensured compliance with legal standards and procedures.
- Cut costs by 65% within the human resource department by suggesting alternative method pf reaching out to prospective employees.
- Streamlined departmental operations, bringing on board a team that is expert in handling operational issues.
- Resolved countless internal conflict by employing demonstrated expertise in handling interdepartmental problems, and ensuring that they work in tandem with each other.
- Surpassed company goals or handling problematic HR issues, resulting in being awarded the "Employee of the year award"
- Successfully managed to deal with toxic employees with countless number of terminations and other type of separations.
- Increased employee motivation and subsequent work prowess, by suggesting increment in bonuses and benefits.
- Maximized team knowledge and productivity through the implementation of well- placed training procedures.
- Successfully interviewed, hired around 500 employees within a tight deadline.
- Singlehandedly maintained optimal staff levels by effectively tracking vacancies and initiating recruitment to identify talent.
- Suggested implementation of work processes to ensure employee harmony, as a result, an increased general sense of wellbeing amongst teams.
- Arbitrated a highly controversial harassment cases, as a result made the office premises a safer domain for all employees.

## REFERENCES

Referees. Issa Vitus Lipagila  
Managing Director,  
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