

DANIEL WAMBUGU MUNYI

OPERATIONS

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EXECUTIVE SUMMARY

A seasoned General Manager with over a decade of experience in strategic leadership, employee wellness, and business finance management, I excel in designing and implementing corporate wellness programs that enhance productivity and align with organizational goals. I bring expertise in program management, people management, and stakeholder collaboration, with a proven track record in promoting mental health, chronic disease management, and inclusivity. As a human-centered leader, I have introduced impactful programs such as Lunch and Learn sessions, wellness webinars, buddy programs, game nights, and wellness checkups to foster employee engagement and well-being. By combining thought leadership with data-driven insights, I deliver initiatives that create thriving workplace cultures, driving employee satisfaction and organizational success.

PROFESSIONAL EXPERIENCE

General manager; Kenya Orthodontics Services

May 2024 - Present

I support the business by driving strategic initiatives that enhance employee wellness, optimize resource allocation, and align wellness programs with organizational objectives. As a General Manager, I have implemented impactful programs such as "Lunch and Learn sessions" to promote continuous professional development and wellness-related webinars focusing on employee health to include chronic disease management.

I measure impact through key metrics, including a 30% increase in employee engagement, a 20% reduction in absenteeism, and consistently high feedback scores, demonstrating the programs' effectiveness in boosting productivity and fostering a thriving workplace culture.

Head of Business Operations; Meridian Health Group

Dec 2022 - Apr 2024

Supported the business by designing and implementing wellness strategies that integrated employee engagement initiatives, capacity-building programs, and the introduction of a *buddy program*, fostering peer support and collaboration.

These efforts resulted in a 25% increase in staff productivity and a 20% improvement in employee satisfaction within the first year. I managed wellness program budgets with a focus on resource optimization and cost control, achieving a 15% reduction in expenses while maintaining compliance and service quality. Additionally, I mentored over 50 wellness champions and stakeholders, driving a 30% increase in program participation and a 20% reduction in absenteeism, fostering a culture of well-being and inclusivity across the organization.

Operations Manager; MP Shah Hospital

Jan 2020 - Nov 2022

Supported the business by organizing service meetings that enhanced stakeholder engagement by 30% and drove a 25% increase in collaborative projects, fostering stronger partnerships and shared goals. I conducted regular audits and assessments, implementing corrective actions that improved operational efficiency by 20% and ensured compliance with quality standards. I also streamlined internal processes, reducing TAT by 15%, improving patient experience, and increasing the NPS to 60.

Additionally, I introduced a game night program that promoted team cohesiveness and strengthened relationships, creating a more engaged and motivated workforce.

Care Operations Team Lead ; Oldmutual Health Insurance

Jan 2016 - Dec 2019

Supported the business by developing and implementing care delivery strategies, resulting in a 20% improvement in patient satisfaction scores and a 15% reduction in operational costs. Managed a multidisciplinary team, fostering collaboration and achieving a 15% increase in task efficiency and a 5% reduction in service delays through targeted training and process improvements. Coordinated with stakeholders to enhance care standards, driving a 20% improvement in compliance with healthcare regulations and ensuring alignment with organizational objectives.

OTHER EXPERIENCES

Medical Claims Analyst; Jubilee Insurance

Oct 2013 - Dec 2015

ER Nurse; The Nairobi Hospital

Sept 2011 - Sept 2013

SKILLS

- Benefits Management
- Inclusive Environment Promotion
- Stakeholder Management
- Data-Driven Decision-Making
- Strategic Leadership
- Interpersonal/cultural Skills
- Wellness Program Development
- Employee Engagement
- Policy Guidance
- Change Management
- Conflict Resolution
- Compliance and Legal Acumen

EDUCATION

Masters of Business Administration (*Strategic management*)

Kenyatta University, Nairobi

2022

Bachelors in Business Management (*Entrepreneurship*)

Mount Kenya University, Nairobi

2018

Diploma in Nursing

Cicely Mcdonell School of Nursing, Nairobi

2011

OTHER PROFESSIONAL TRAINING

Certificate of Proficiency - Health Insurance

College of Insurance, Nairobi

2020

ADDITIONAL INFORMATION

- **Languages:** English, Swahili.
- **Certifications:** Occupational First Aid, O.S.H.A Certificate, Disaster Management, Basic Life Support, Performance Management Certificate, Business analysis and process modeling, People Management Certificate, Corporate Leadership Certificate, Trainer of trainer's certificate, Project Management Certification, Advanced Computer Operation Training.
- **Awards:** Manager of the year (2023), valuable innovation ideas (2022), The Inspiring Leader Award (2024)
- **Memberships:** Health Systems Management, Nursing Council of Kenya.

PUBLICATION

<https://strategicjournals.com/index.php/journal/article/view/2490> - **Organizational culture as an antecedent of strategy implementation in the context of private hospitals in Nairobi City County, Kenya**

DIGITAL FOOTPRINT

<https://www.linkedin.com/in/mdwambugu/>

REFEREES

Available on Request