

# FELIX NZUKI

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## **+17 YEARS IN CAPACITY BUILDING & PRODUCTIVITY MANAGEMENT**

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Felix Nzuki is a multidisciplinary strategist, systems thinker, and institution builder with extensive experience in capacity building, business transformation, and socio-economic development across Africa. He has led and advised initiatives spanning engineering solutions, energy systems, education, agribusiness, faith-based institutions, and professional development ecosystems, with a consistent focus on execution, governance, and human capital effectiveness. As the founder and lead architect of multiple platforms—including training centers, centers of excellence, and consulting ventures—he integrates strategy, operational rigor, and values-driven leadership to translate vision into sustainable impact. Felix brings a rare blend of technical grounding, managerial insight, and leadership, enabling him to work effectively with corporates, SMEs, community organizations, and institutions. His work is anchored in developing people, building scalable systems, and fostering competence, character, and accountability in dynamic and resource-constrained environments.

## **KEY PROFESSIONAL SKILLS**

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Capacity Building | C-Suite training | System & Workflow Development | Business Development | Performance Management | Operations Management | Monitoring & Evaluation | Budget Management | Recruitment | Team Leadership | Coaching | Mentorship | Cross-Functional Communication | Cross Cultural Communication | Interpersonal Communication | Analytical & Critical Thinking | Strategic Planning | Business Planning | Financial Modelling | Risk Management

## **PROFESSIONAL ACHIEVEMENTS**

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**Built Management Teams:** Hired, onboarded, and effectively trained leadership teams and Operational teams, culturing them to deliver defined organizational key results

**Retain Employees:** Through authentic engagement and expression of genuine concern and empathy with those on the verge of resigning, I inspire a renewed purpose in their job while ensuring they feel supported and appreciated.

**Boost Revenue & Improve Profit:** Through positioning the organization as highly responsive to customer pain points with a sense of empathy through active direct customer engagement to resolve common project constraints jointly, embracing a collaborative approach to drive results to customer satisfaction.

**Exceptional Crisis Management:** Addressed an accident in one of our facilities by embracing collaborative stakeholder engagement in root cause analysis, proposing and implementing extensive innovative improvement initiatives to ensure a safer workplace for the staff, with results in reduced penalties and enhanced staff morale.

**Process Development:** Effectively engaged with all departments in the development of processes in line with ISO 9001 quality managed system (QMS), and thus created clarity around workflows and access controls while generating efficiency, centralized data, controlled document access and improved organizational visibility.

## EXPERIENCE

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### Chief Operations Officer | Perigold Group | 08/2024 to date

- Built a strong **corporate culture** through a weekly culture Friday designed to help staff in team building, public speaking, confidence, learning, and to reinforce core values and corporate principles.
- Supported the Human Resource department to define and implement a **performance management system**
- Supported the finance department to define and **operationalize accounting systems** using Zoho Books, built financial models, and annual budgets
- Established a **C-suite performance** review meeting every Monday to boost C-suite proficiency and review progress in line with a defined three-year strategic plan.
- Engaged the marketing department to **generate new leads**, build business proposals, and create a strong customer database, go-to-market strategies, and continuous market analysis
- Support the operations teams in sales engineering, **project implementation**, risk management, team setup, resource optimization, and project closure.
- Led the organization in developing a **three-year strategic plan** as a roadmap for the delivery of the organization's key results.
- Prepared board papers, reports, and presentations in collaboration with the C-suite members representing six departments in the organization.

### General Manager | Adrian Group Ltd (Ethiopia Branch) | 08/2020 – 12/2022

- Establish and administer annual budget with controls to support sustainability objectives and organize budgets, oversee P&Ls, and achieve margin targets consistently to stay on track with growth plans
- Coordinate innovative strategies to realize marketing objectives and boost long-term profitability while delivering business strategy, developing systems, and forging procedures to improve operational quality and team efficiency.
- Results-oriented, I effectively implemented operational strategies and built customer and employee loyalty, and as a result, negotiated and closed long-term agreements with new clients in assigned territories.
- Develop and implement pricing structures balancing firm objectives against customer targets while establishing relationships with key decision-makers within the customer's organization to promote growth and retention.
- Established, engaged, and strengthened relationships with key decision-makers within the customer's organization to promote growth and retention.
- Designed a modern employee recognition program that boosted productivity and improved morale in addition to setting, enforcing, and optimizing internal policies.
- Devised SWOT analysis to create and execute a business plan and collaboratively developed new strategies to capitalize on emerging customer and market trends.
- Executed research to uncover potential target areas, markets, and industries, and effectively created reports and presentations detailing business development activities.
- Reduced corporate risk by managing shrink processes and controlling inventory levels.

## **Head of Business Development | Adrian Kenya Limited | 07/2011 to 09/2020**

- Succeeded in planning marketing initiatives and leveraged referral networks to promote business development, which resulted in the opening of 24 new key accounts.
- Developed energy solutions for telecommunication operations including hybrid solar for 250 BTS sites, Lithium battery solutions and diesel generators
- Generated business for turnkey deployment of 1.65MW solar power plant for \$3,000,000 service contract
- Spearheaded telecom solution for indoor CPEs and MiFi devices for modern last-mile connectivity, achieving over \$1,200,000 in sales of devices
- Collaborated with sales and marketing departments to support business objectives and client acquisition.
- In addition to conducting P&L statement analysis to improve daily operations, increase revenue and reduce costs, I identified and pursued business opportunities to generate new revenue and improve bottom-line profitability.
- Investigated and addressed business development challenges to proactively mitigate problems.
- Produced reports detailing findings and recommendations whilst gathering, organizing, and inputting information into a digital database for future learning and reinforcing good governance.
- Boosted customer experiences by delivering superior customer service, issue resolution, and merchandising.
- Coached staff on daily performance and conducted evaluations to address concerns constructively.
- Educated staff on organizational mission and goals to help employees achieve success.

## **Energy Specialist | Sustainable Energy Solutions Limited | 07/2009 to 06/2011**

- Compliant with policies and regulatory guidelines in my direction and promotion of a safe working environment.
- Managed development, design, and construction of solar and wind power projects for projects exceeding 1.7MW.
- Assisted in strategic development for licensing and capacity building for design and implementing teams.
- Presented and explained energy efficiency programs to social, commercial, and industrial audiences in the promotion of awareness and the use of alternative or renewable energy sources.
- Participated in continuous training opportunities to hone craft and build leadership skills.
- Identified and recommended energy savings strategies to achieve more energy-efficient operations.
- Spearheaded site surveys to gather information to generate cost analysis reports.
- Utilized equipment for installing, maintaining, and testing electrical energy systems and components.

## **Design Engineer | Kamco Stainless Steel | 07/2007 to 06/2009**

- Planned production schedules
- Planned raw material orders
- Designed workshop production drawings
- Participated in marketing drives and designed stainless steel prototypes for the hospitality industry
- Worked with the technical team to brainstorm solutions for new product release

## EDUCATION

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05/2017	Transformation Plan Program – Stanford University
01/2016	The Effective Director (TED) program – Strathmore University
07/2007	BSc. Mechatronic Engineering, <b>Jomo Kenyatta University of Agric. &amp; Technology</b>

## PROFESSIONAL VALUE-ADD TRAINING

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- Systems Psychodynamics
- BS OHSAS 18001:2007 IRCA Lead Auditor
- Financial Management & Investment
- Certificate in Micro-Computer Applications
- Certificate Prince II Project Management
- Certificate in Effective Project Management
- Certificate in Social Psychology
- Certificate in Speaking to Persuade

## REFEREES

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