Family Name	:	Bizimana
First Name	:	Hope
Nationality	:	Ugandan
Date of Birth	:	15th December 1961;
Civil Status	:	Married with 4 Children
Contact	:	**P. O. Box 1934, Kampala** Tel: +256 75501791 hopebizimana@gmail.com

1. Key Qualifications

Hope Bizimana has a Masters Degree in Human Resource Management (Uganda Management institute UMI), a post graduate Diploma in Human Resource from the same institute and a degree in political science and public administration (Makerere University, Kampala-Uganda).

Hope is also a member of the Chartered Institute of Personnel Development, UK and Society for Human Resource Management Uganda. Hope has participated in several professional development courses in Human Resource Planning and Development, Management development, Policy development, Training and Capacity Building among others. She has attended several conferences organised by international labour (ILO) in Geneva Switzerland.

2. Work Experience

Hope has well over 32 years of working experience in Human Resource Management, Human Resource Planning and Development, Organisational Development in National Social Security Fund (NSSF) one of the biggest organisations in the country with a turnover of over three trillion UGX at the time she left. Hope rose from the position of Personnel officer in 1987 to the Head of Human Resource Department in 2011 for 11 years. Hope is currently a Human Resource Consultant with ABS consulting Group that recently won a star quality award 2014.

Hope has also been extensively involved in recruitment, selection and placement, aligning people strategies with business results, translating business needs into people performance, organizational assessment and development, Strategic planning and policy analysis, systems analysis and development for efficiency , operational and process flow charting and re-engineering, HR & Administration manuals review and development, leadership and skills development, organizational restructuring, alignment and re-organization, learning and knowledge interventions, salary and remuneration reviews, Job analysis, profiling and evaluation, organization and employee performance management .

Hopes' main strength is in HR Leadership, HR Strategy formulation, Human Resource Management, Human Resource Planning and Development and, Organisational Development. Over the years, Hope has acquired expertise in appreciating organizational behaviour and working with different people and organisations to facilitate change processes and change management.

Hope has been a member of various Boards such;

1. ASIGMA February 2025 to date
2. Uganda Electricity Generation Company Ltd (UEGCL), 2019 to date
3. Federation of Uganda Employers (FUE) 2006- 2012
4. Management and advisory Centre (MTAC) 2008-2011
5. Planning, Development and Rehabilitation Church of Uganda(PDR) 2015-2018
6. Board of Finance and Investment, Church of Uganda 2018 to date
7. Hope was also a member for Kisoro District Service Commission for 5 years. 2005-2010

3. Major achievements while at NSSF.

Organisational Restructuring	Participated in the exercise of absorbing staff from civil servants to NSSF when it became a parastatal in 1989. Coordinated and supervised a restructuring exercise in NSSF by price waterhouse coppers in 1995. Coordinated and supervised another NSSF restructuring exercise in 2004 by Ernst and Young. Coordinated and supervised another restructuring in 2008 by price water house coppers. I gained a lot of experience in organisational restructuring that involved job evaluation and designing new organisation structures.
Policies	Developed staff handbook for NSSF.
Recruitment	Despite external pressures resulting from lack of employment in the country, I developed and maintained recruitment policies that ensured that the recruitment procedures are followed and this resulted in competent and skilled staff for NSSF. This is evident looking at the calibre of staff NSSF has recruited over the years. I also worked with external consultants that recruited four Managing Directors and 3 Corporation secretaries for NSSF over the years.
Training and Development	I succeeded in providing organizational training and development with the greatest commitment, by implementing strategies in the fund's strategic plan. All training courses were assessed and evaluated to enhance quality and also improve cost effectiveness by providing value for money training programs. I concentrated on increasing the number of people on the job training courses and in house training programs which directly impacted on improving self performance leading to improving the Fund's performance as well as service delivery. I did this by maintaining and updating training needs data base that helped in planning for relevant training for all staff.
HIV Awareness	I was keen on the HIV awareness campaign in NSSF. There are 38 peer educators based in all departments and area offices. Our medical providers are requested to provide ARVs in their medical package, condoms are availed to staff. NSSF participates in World Aids Day celebration, the recent one led to offering free testing to all staff, workers tenants and the public around us.
Human resource Committee(HRC)	I created and chaired a Human Resource Committee that had representatives from all departments and regions across the organization. This in absence of a vibrant union in place helped in early grievance handling and enhanced relationship between top management and staff.
Designed a new Appraisals Tool	I developed appraisal tools after a comprehensive consultation with all staff. Performance reports would resulted in an acceptable performance curve with the following notable successes: • The inclusion of a reviewer who on a weekly basis gets progress reports on the individual's performance has proven to be a good check for some subjective assessment from supervisors. They are able to

	reject or advise on some ratings, which they find not tallying with the records. • The discussion of the assessments by both the appraiser and the appraisee prompted both parties to ensure each one keeps records and evidence of one's performance. This is because the discussion is on the basis of evidence provided by each party. • Other areas like Behaviour and Competencies also strengthened the system because they strengthen the link between Tasks and Values
Human Capital Information System(HCIS)	I initiated an HCIS that led to improved HR administration. The Human Capital Information System (HCIS) was very helpful to the Human Resource department and generally to all staff in a number of ways: • It greatly reduced time wasting from staff running around office to office to get approvals made. Now, almost all Hr approvals are done online. • It also greatly reduced on the paper work and improved record keeping in turn. This in turn cut down costs on stationery. • Leave management, recruitment and advances were made easier by the system.
Counselling	My long experience and knowledge has helped in managing a young Workforce that looks up to me for counselling and advice.
Consultants	Participated in designing Job descriptions for National Planning Authority. This was part time while still working for NSSF.

5. Assignments as a Senior Human Resource Consultant with ABS Consulting Group

Recruitment Assignments	• NSSF 2019 • Insurance Regulatory Authority 2019 • Uganda Communications Commission(UCC) 2016, 2017 • Uganda Retirements and Benefits Authority 2018 • Expanded Social Protection Program Ministry of Gender, Labour and Social Development. 2016 • Uganda Printing and Publishing Company. 2016 • Bee Natural Uganda 2016
Job Evaluation and Restructuring	• Expanded Social Protection Program Ministry of Gender, Labour and Social Development. (ESPP)2016 • Bee Natural Uganda 2016 • Electricity Regulatory Authority(ERA) 2017 • Uganda Electricity Generation Company Limited(UEGCL) 2016 • O&M Energy (U) LTD/ Gas Natural Fenosa 2017
Training	• Higher Education Students Financing Board(HESFB) 2019 • Expanded Social Protection Program Ministry of Gender, Labour and Social Development.(ESPP)2016 • Inspectorate of Government 2017, 2019 • Uganda Communications Commission(UCC) 2018
Investigation	• Team member of team that investigated mismanagement of African Centre for treatment and rehabilitation of torture victims(ACTV)

5. Professional Membership:

Institution	**Chartered Institute of Personnel Development, UK**
Date:	2006
Membership basis	**Member of the Chartered Institute of Personnel Development (CIPD)**

Institution	**Human Resource Managers Association of Uganda**
Date:	2000
Certification Obtained:	**Member of the Human Resource Managers Association of Uganda**

6. Relevant Educational Qualifications

Institution	**Uganda Management Institute**
Date:	Sept 2000
Degree Obtained:	Masters Human Resource Management
Institution	**Uganda Management Institute**
Date:	1999
Degree Obtained:	Diploma in Humana Resource Management
Institution	**Makerere University Kampala.**
Date:	1986
Degree Obtained:	Bachelor of Arts -Social Sciences majoring in Public administration
Institution	**TransAfrican Management Institute (TAMI), Mbabane, Swaziland.**
Date:	2006
Degree/Certificate Obtained:	Certificate of attendance in Human Resources Management and Development
Institution	**RIPA UK**
Date:	Feb 2006
Degree/Certificate Obtained:	Certificate of attendance in Modernizing Human resource
Institution	**East and southern African Management Institute (ESAMI)**
Date	**1989**
Degree/Certificate:	Certificate of attendance in personnel Management African perspective.
Institution	**Human Resources Consultant Services, Kampala.**
Date:	2002
Degree/Certificate Obtained:	Certificate in Effective Office Management and Administration
Institution	**Institute of Customer Services, Nairobi.**
Date:	2000

Degree/Certificate Obtained:	Certificate in Team Building for Effective Change Management
Institution	**International Law Institute**
Date:	2005
Degree/Certificate Obtained:	Certificate in Output Oriented Budgeting
Institution	**FIT Uganda Ltd**
Date:	1997
Degree/Certificate Obtained:	Certificate in the Training of Trainers in Rapid Market Appraisals
Institution	**FIT Uganda Ltd**
Date:	1998
Degree/Certificate Obtained:	Certificate in the Training of Trainers in User Led Innovation
Institution	**Makerere University Business School.**
Date:	1999
Degree/Certificate Obtained:	Certificate in the Management of Customer Relations
Institution	**Eastern and Southern Africa Management Institute (ESAMI), Mombasa.**
Date:	2000
Degree/Certificate Obtained:	Certificate in Management of Public Relations and Customer Care
Institution	**Institute of Customer Services, Nairobi.**
Date:	2002
Degree/Certificate Obtained:	Certificate in Total Quality Management
Institution	**International Youth Effort to Control AIDS, Uganda.**
Date:	1994
Degree /Certificate Obtained:	Certificate in Project Planning and Management
Institution	**Public Procurement & Disposal of Assets Authority.**
Date:	2003
Degree /Certificate Obtained:	Certificates in Introduction to Public Procurement and Disposal of Assets; Specification Writing & Management of the procurement process

7. Relevant Work Experience

Organisation	Position	Summary Job Description
ABS Consulting Group 2012 to date	Senior HR Consultant	Senior HR Consultant

National Social Security Fund March 2001-April 2012	Head Human Resources	Responsible for Human Resource for head quarters and all the 21 branches Country wide
National Social Security Fund Dec1999-march 2001-	Ag Head of Human Resource and Administration.	Managing all Human resource matters and administration.
National Social Security Fund Dec 1992-Dec 1999	Senior Personal Officer	Was managing all matters related to human resources management and development ranging from issues related to the management of staff entry, retention and exit
National Social Security Fund Dec 1987-Dec 1992	Personnel Officer	To assist the Human Resources Manager in the human resources management and development

8. Other Skills

I have skills in the following computer packages:

- Microsoft Office (Word, Excel, Access, PowerPoint)
- Personnel and Administration Package (E-Horizon)
- Statistical Package for Social Sciences (SPSS)

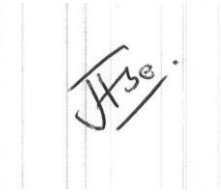
9. Competences

Leadership skills
Communication skills
Team building skills
Conflict Management skills
Strategy Planning and Management
Management of multicultural diversity skills
Interpersonal relations skills

10. Certification

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

Full name



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