

SUSAN MUMBI WANJIRU GATIBA

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PROFESSIONAL SUMMARY

Operations leader with 10+ years building the systems that let fast-growing, globally distributed organisations move faster than their own growth. Proven track record replacing ad-hoc coordination with scalable processes, playbooks and tooling across service delivery, vendor and partner management, resourcing and cross-functional execution spanning Africa, Europe and the Americas. Comfortable owning problems with no defined shape, driving them from ambiguity to a working system, and exercising judgment on when to build, standardise, or leave alone. Experienced managing budgets, contracts and third-party vendor relationships, coaching distributed teams, and partnering with Finance, HR and cross-functional stakeholders to keep operations resilient through periods of rapid scale.

CORE COMPETENCIES

Operational Systems & Process Design, Cross-Functional Execution, Product & Engineering Collaboration, Sprint Planning & Release Support, Product Testing & QA, Vendor & Third-Party Relationship Management, Contract Management & Negotiation, Budget Control & Financial Oversight, Resource Planning & Allocation, Workflow Automation, SOP & Playbook Development, Performance Management & KPI/SLA Tracking, Risk Mitigation, Escalation Management, Data-Driven Reporting & Dashboards, Stakeholder & Partner Management, Remote & Distributed Team Leadership, Change Management, Ambiguity Tolerance, Build-vs-Buy Decision-Making.

Tools: Salesforce, HubSpot, Jira, Asana, Trello, Monday.com, Notion, ClickUp, QuickBooks, SharePoint, Power BI, Tableau, Microsoft Office, Google Workspace, Slack, Zoom.

EXPERIENCE

Senior Service Delivery Manager (Europe, Africa & Americas)

Influx | Nairobi, Kenya (Remote) | Oct 2019 - Present

- Own operations for a distributed, three-region client portfolio, building the systems, reporting, and governance that let Service Delivery Managers run independently.
- Lead and coach a team of Service Delivery Managers overseeing 150+ staff across operational teams, team leaders and client relationships in Europe, Africa and the Americas, providing strategic direction, performance oversight and operational governance for a distributed portfolio of SaaS and e-commerce accounts.
- Redesigned operational frameworks and standardised performance management across diverse remote teams, lifting regional productivity by 32% and turning recurring, ill-defined problems into repeatable playbooks.
- Reduced turnaround times by 27% by rebuilding workflows and automating reporting, replacing manual coordination with systems that hold up across multiple time zones.
- Implemented commercial and resource-management controls that reduced revenue leakage by 16%, strengthening budget discipline and adherence to contractual commitments.
- Partner cross-functionally with HR, Finance and operational stakeholders to align resourcing, people strategy and business priorities, connective work that has no natural single owner.
- Took on new, previously undefined problem spaces as the region scaled, building processes and tooling from scratch and handing off cleanly once systematised; delivered 90% of annual performance targets during a high-growth period.

Senior Operations Manager

Sendy Ltd. | Nairobi, Kenya | Jan 2018 - Jun 2019

- Worked directly with the Engineering team as part of the product process, supporting sprint planning, testing and releases, and translating operational and customer needs into requirements engineering could act on.
- Led the Support and Operations team, including partner training, setting direction and performance standards for the team responsible for onboarding and equipping partners across the network.
- Owned end-to-end coordination between account managers, support teams and external partners across 50+ corporate accounts, standardising communication and service-continuity processes.
- Increased operational efficiency by 30% and cut overhead costs by 15% through workflow restructuring, resource allocation and building repeatable operating procedures.
- Strengthened SLA adherence to 75% by building performance-monitoring systems, tightening operational governance and formalising risk-management standards.
- Managed cross-functional coordination and vendor/partner relationships to resolve service issues and support 15% year-on-year expansion, onboarding new partners as capacity needs grew.

Operations Manager

Kopo Kopo Inc. | Nairobi, Kenya | Mar 2013 - Dec 2017

- Worked as Product Manager alongside the Engineering team, contributing to sprint planning, feature testing and product releases, and feeding customer and operational insight directly into the product roadmap.
- Led the Customer Support and Operations team, setting direction, coaching performance and owning end-to-end accountability for service delivery and operational outcomes.
- Managed relationships with key service providers and third-party vendors, covering sourcing, issue resolution and ongoing performance management, to protect service continuity and reduce operational disruption.
- Built quality standards and service processes from the ground up, improving response times by 25% and sustaining a 98% customer satisfaction score.
- Achieved 85% KPI adherence and cut operational inefficiencies by 20% through structured coaching, tracking tools and performance-driven team management.
- Used operational data and customer feedback to surface systemic issues early, prioritising fixes worth making versus one-off exceptions.

Administrator

Internet Solutions Kenya | Nairobi, Kenya | May 2011 - Feb 2013

- Maintained 100% data accuracy across 250+ client records, introducing standardised administrative processes that cut data-entry errors by 25%.
- Improved client response times by 30% by redesigning workload distribution and coordinating remotely with regional teams to keep data and service standards consistent.

Other Experience: Internships at Internet Solutions Kenya, Derby Registrar and Aeronautical Society of Kenya (2006 and 2011)

EDUCATION

Bachelor of Commerce (Finance Major) | Catholic University of Eastern Africa

CERTIFICATIONS

- Google AI Essentials Specialization | Google | Jun 2025
- Google Prompting Essentials Specialization | Google | Jun 2025
- ALX AI Starter Kit | ALX Africa | Jun 2025
- ALX AI Career Essentials | ALX Africa | Aug 2025
- Google Project Management | Ongoing

LANGUAGES

English: Fluent | Swahili: Native

REFEREES

Available upon request