



KRISTINE MARIE MANSILLA



SUMMARY

- Dedication and drive as a hard-working individual
- Ability to manage multiple tasks in a high-pressure environment
- Goal-driven achiever with strong organisational skills
- Passion for continuous learning and personal growth

WORK EXPERIENCE

Position: Operations Manager

Company: Mercy Corps Global Headquarters

Country of Assignment: Mercy Corps Nigeria – Humanitarian/Development Portfolio Northeast Nigeria

Dates: May 2017 - December 2018

Mercy Corps Nigeria implements a variety of programs with the ultimate goal of building productive, secure and just communities. The organisation's programs are implemented in twelve states, mainly in north and northeast Nigeria and Lagos. Our work covers the following sectors: economic development, livelihoods/food security, adolescent girls' and boys' empowerment, financial resilience, conflict mitigation and humanitarian response. Common themes include community engagement, inclusive development, gender, and working in partnership with local government, the private sector and civil society actors. Working with a diverse funding base that includes the United States Agency for International Development (USAID), UK Department for International Development (DFID), United Nations (UN), European Commission (EC), European Humanitarian Aid and Civil Protection (ECHO), and several foundations, Mercy Corps empowers people to recover from crisis, build better lives and transform their communities for good. We stand with Nigeria to find and access opportunities, and to be part of lasting and meaningful transformation in the country. As Operations Manager, I am primarily responsible for enabling excellence in all operations functions of the field office including procurement, logistics, assets, fleet, warehousing, administration, facility management and safety and security. Ensuring compliance with Nigerian Law and Mercy Corps/Donor Policies.

Strategy and Vision:

- Recognise opportunities for innovative action and create an environment where alternative viewpoints are welcome
- Set direction by prioritizing and organising actions and resources to achieve objectives and contribute to country-wide strategy development
- Develop and organise activities to secure resources for programs and convince stakeholders to provide support

Operations Management:

- Oversee the smooth flow of routine program support functions (e.g. finance, administration, logistics) of the Mercy Corps field offices and compliance with Mercy Corps and donor policies and procedures
- Oversee management, supervision and training of all aspects of finance and operations (administration, HR, security and logistics) in the field offices
- Ensure that procurement is completed, documented, and delivered to end-user in a timely manner, ensuring that items procured meet the specifications of the end-user while adhering to donor and Mercy Corps procurement guidelines
- Ensure all aspects of asset management including maintenance of asset register and investigation of missing assets
- Lead person for office set-up including expatriate and national staff housing as well as office closure
- Supervise the management and maintenance of vehicle fleet, office facilities, and equipment, including power supply
- Oversee database and paper file management for finance, administration, HR, and logistics documents; ensure files are complete and in compliance with Mercy Corps and donor policies and procedures
- Coordinate with Mercy Corps' Abuja and HQ offices on travel and logistics support as required
- Support program start-up through the administration of support teams across various field locations
- Create and maintain operations systems to ensure effective and transparent use of financial resources for timely and informative reporting in line with donor and Mercy Corps policies and procedures

Team Management:

- Create and sustain a work environment of mutual respect where team members strive to achieve excellence
- Promote accountability, communicate expectations and provide constructive feedback via regular performance review
- Supervise, hire and orient new team members as necessary
- Provide team members with information, tools and other resources to improve performance and reach objectives
- Contribute to country team-building efforts, help team members identify problem solving options and ensure the integration of all team members into relevant decision-making processes

Finance and Compliance Management:

- Ensure compliance with donor and Mercy Corps regulations related to emergency operation
- Draft and/or review scope of work to hire and manage any technical consultants, including review for technical efficacy and contract budget

Representation:

- With suppliers and local government on operational issues as required

Security:

- Ensure compliance with security procedures and policies as determined by country leadership
- Proactively ensure that team members operate in a secure environment and are aware of policies
- Develop and maintain the security management plans for the area of operation
- Follow up any developments/changes with regards to the security situation
- Ensure adequate security coordination with other humanitarian actors in the areas
- Liaise with the Team Leader and Director of Humanitarian Programs on any degradation in security situation

Position: Head of Office (Interim)
Company: Mercy Corps Global Headquarters
Dates: June 2016 - November 2016

Position: Procurement Specialist
Company: Mercy Corps Global Headquarters
Dates: March 2016 - June 2016

Position: Operations Manager
Company: Mercy Corps Global Headquarters
Dates: July 2015 - December 2015

Position: Project Officer – Procurements
Company: Coffey Int'l Development
Dates: January 2012 – 20 June 2013

Position: General Services Officer
Company: Plan International
Dates: December 2010 - April 2011

Position: Administrative Officer
Company: Nonviolent Peaceforce
Dates: May 2009 - August 2010

Position: Finance/IT Assistant
Company: Oxfam Great Britain
Dates: October 2005 - August 2008

Position: Administrative and Logistics Officer (secondment)
Company: Oxfam Great Britain
Dates: December 2006 - May 2007

Position: Senior Finance Assistant (secondment)
Company: Oxfam Great Britain
Dates: August 2006 - December 2006

Position: Administrative Assistant
Company: Oxfam Great Britain
Dates: December 2002 – October 2005

Position: Office Assistant
Company: Oxfam Great Britain
Dates: August 2002 - December 2002

Position: Hotel Front Desk Assistant
Company: Days Hotel
Dates: April 2001 - January 2002

EDUCATION

Master's in Business Administration (earned units)
Notre Dame University
2016 - Present

Bachelor of Science in Business Administration major in Marketing
Ateneo de Davao University
2001

TRAINING

European Donor Compliance and Sub-awards Training
Mercy Corps
May 2018

Basic Security Management Training
International NGO Safety Organization (INSO)
May 2018

Hostile Environment Awareness Training
Mercy Corps Biu, Borno State, Nigeria
October 2016

Mercy Corps East Asia Regional Response Roster Training
Bandung, Indonesia
June 2014

CERTIFICATION

Project Management for Development Professionals PMD PRO Level 1 holder
Mercy Corps
March 2015