

Julius Mbewe

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Senior Manager | Human Resources Management | Team Leadership | Talent Acquisition Management

Career Summary

Highly accomplished and dedicated Senior Management Professional with a successful track record of activating best practices across diverse cross-functional teams while leading DEI and employee group initiatives. Skilled in full life cycle recruitment, negotiations, and talent acquisition. Adept at driving business growth through strategic sales management and account development. Demonstrated ability to effectively manage projects, deliver exceptional customer service, and implement continuous process improvement. Strong leadership and communication skills with a deep commitment to building positive relationships.

Professional Experience**Director of Operations**

Akonda Connections LLC (Olympia, WA) | 10/2022 - Present

Provide expert HR guidance to managers and lead skilled teams.

Develop and implement strategies to address personnel issues and achieve organizational goals.

Conduct recruitment and outreach activities to attract top talent.

Continuously refine services and ensure compliance with HR laws and policies.

Analyze complex issues and develop effective solutions with high emotional intelligence.

Account Manager

Express Healthcare Professionals (Olympia, WA) | 06/2018 - 10/2022

Achieved consistent outperformance of quarterly accounts by 21% on average.

Cultivated and nurtured relationships with key clients to drive account growth.

Led a cross-functional team of 5 account interns, providing mentorship and guidance.

Overhauled client onboarding processes, improving client engagement by 20% and generating \$900k in additional revenue.

Developed staffing models and effectively forecasted needs during planned and unplanned events.

Successfully launched a new CRM, resulting in operational cost savings and improved efficiency.

Built and scaled Social Listening and Experience teams to enhance customer satisfaction.

Managed Site Operations teams during major product/service launches.

Sales Consultant

Toyota of Olympia (Olympia, WA) | 06/2015 - 12/2017

Recognized for achieving "Sales Excellence" recognition from the corporate office.

Delivered world-class service to over 300 customers annually, ensuring exceptional customer experiences.

Developed and implemented processes for real-time updates of content to facilitate prompt issue resolution.

Created social media vision and mission statements aligned with company objectives.

Received "Toyota Automotive Sales Consultant Certification" for exceptional sales performance.

Shift Supervisor

Trader Joe's Warehouse (Lacey, WA) | 08/2012 - 05/2015

Organized shift schedules and effectively assigned duties to team members.

Provided supervision, training, and mentorship to ensure team performance and growth.

Conducted performance reviews, addressed employee requests, and resolved issues.

Maintained high standards of employee engagement and productivity.

Education

The Evergreen State College (Olympia, WA)

Bachelor's degree in Business Administration | 09/2014 - 09/2019

Technical Proficiencies

Microsoft Suite (Teams, Excel, PowerPoint, Word), LinkedIn, Indeed, Haley Marketing, Google Docs/Sheets, Zoom, Sales Forms, Bullhorn.