

## **Esther Nyaranga Masaki**

### **Recoveries Manager at KMA SACCO**

Esther Nyaranga Masaki is a highly accomplished finance professional with over a decade of experience in the financial sector, currently serving as Recoveries Manager at KMA Regulated Non-WDT SACCO Ltd in Nairobi, Kenya. In this role, which she has held since 2022, Esther has demonstrated exceptional expertise in managing non-performing assets, optimizing recovery strategies, and enhancing organizational liquidity. Her analytical acumen and detail-oriented approach have been instrumental in minimizing losses and ensuring compliance with regulatory frameworks, while fostering sustainable growth for small and medium enterprises.

Esther's journey at KMA SACCO began 2009 as an intern and then in 2011 as an Accounts Assistant, where she honed her skills in financial reporting, bank reconciliations, and invoice management, contributing to accurate and efficient accounting processes. She advanced to Head of Operations in 2016, overseeing daily operations, implementing strategic plans, and driving initiatives that improved customer satisfaction and team performance. From 2017 to 2022, as Credit & Recoveries Manager, increasing the current asset portfolio for the institution as well as the loan book, she built strong industry partnerships, managed budgets effectively, and led teams to achieve aggressive targets, all while maintaining high standards of customer service and operational excellence.

In her current position as Recoveries Manager, Esther has excelled in developing and implementing comprehensive recovery strategies. She proactively identifies and evaluates risk areas in the loan portfolio, oversees the loan recovery section, and ensures adherence to internal policies. Key achievements include contacting delinquent members to negotiate repayment terms, monitoring portfolios for timely collections, and achieving set recovery targets. Esther has also recommended non-performing facilities to external debt collectors, maintained updated credit files for watch-list accounts, and led teams in creating action plans for delinquent loans. Her ability to handle challenging customer interactions with professionalism using industry expertise, customer service skills, and an analytical mindset has resolved concerns, promoted loyalty, and communicated needs to supply chain teams effectively.

Complementing her practical experience, Esther holds an MBA in Finance from Africa Nazarene University (2020) and a Bachelor of Commerce in Banking, Finance from the University of Pune (2008) and currently taking diploma in Tax administration from KESRA. Her skills encompass leadership in managing teams, budgeting and forecasting, financial systems and controls, organization and marketing, computer proficiency (including i-TAX, QuickBooks, and Sage Pastel), and unwavering integrity. These competencies enable her to provide innovative solutions that align with organizational goals and regulatory requirements.

Dedicated to financial management excellence, Esther continues to drive KMA SACCO's success by optimizing performance, ensuring risk mitigation, and supporting member growth. Her passion for the finance sector, combined with a proven track record, positions her as a key asset in navigating the dynamic challenges of recoveries management. References, including from academic and professional mentors like Mr. Charles Nyaranga and Dr. Hezron Mogaka Osano, attest to her

reliability and expertise. Esther's contributions exemplify a commitment to ethical practices and long-term organizational resilience in Kenya's cooperative financial landscape.