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PROFILE SUMMARY

A result oriented and good team player with sound communication, research, and analytical skills. I am experienced in community mobilization, facilitation, data collection, project implementation, stakeholder engagement, partnership, monitoring, web design and development. I am reliable, flexible, and keen to details in every work that I do. I have acquired high degree of versatility, endurance, and experience in my line of work, having worked with different organizations. I desire to work within a challenging and rewarding environment that will not only give me an opportunity to utilize my acquired skills, apply my academic knowledge but also to learn and put new skills into action that will lead to both personal and organizational growth.

PERSONAL DETAILS

Year of Birth: 31st March 1996

Languages: English, Swahili, Pokomo, Luhya

EDUCATION AND PROFESSIONAL QUALIFICATIONS

- ✓ **Course:** Hons. Bachelor of Business Information Technology (BBIT)
Institution: KCA University
Period: 2018 - ongoing
- ✓ **Course:** Diploma in Business Information Technology (DBIT)
Institution: Zetech University
Period: 2015 - 2017
- ✓ **Course:** Certificate in Computer Packages
Institution: Tumaini Youth Polytechnic
Period: March-July 2015
- ✓ **Course:** K.C.S.E C (PLAIN)
Institution: Embu High School
Period: 2011-2014

KEY SKILLS AND COMPETENCIES

- **Interpersonal Skill:** ability to work well with people from different backgrounds. Ability to develop effective working relationship with other program partners and counterparts.
- **Appreciate Diversity:** I appreciate the difference in people, communities and can express myself without inflicting the other party feelings.

- **Effective communication and linkage skills:** I can comfortably communicate with people, clearly convey information effectively and be able to create contacts with people from all level of caliber. I am a good listener, seek clarification where possible and try to understand what the other person is saying before responding.
- **Organization Skills:** Ability to prioritize and effectively manage my work, demonstrate strong organizational, problem-solving, multi-tasking and analytical skills. I am also a quick learner able to work with minimal supervision.
- **Data Collection:** Conversant with collecting data using the digital platform like the ODK and using paper survey and recorder to maximize collection of the needed data.
- **Budgeting:** Ability to develop project budget for donor fund sourcing, manage budgets for project implementation as per the activities to avoid over expenditure and under expenditure. Ability to advice on budget realignment and extensions when needed.
- **Website Design and Development:** I have great skills on Design and Development of websites and web apps. My technology experience and skills contribute much to PESTLE approach during project development.
- **Vehicle Driving:** I have experience driving vehicles for organizations, my ability to Implement defensive driving and maintenance of the vehicles has grown over the years.

WORK HISTORY

Position: Center Manager

Organization: eMobilis Mobile Technology Institute - Ajira Digital Program

Period: 1st September 2024 - Present

eMobilis Mobile Technology Institute, in partnership with the Ministry of ICT, Innovations, and Youth Affairs, implements the Ajira Digital Program, a national initiative aimed at equipping Kenyan youth with digital skills and access to online work opportunities. The program fosters socio-economic empowerment by providing training, mentorship, and job-linkage support to create a sustainable digital workforce.

Program Management & Implementation

- Lead the daily operations of the AYEC, ensuring timely opening and closing of the center for youth training and program access.
- Oversee the planning, coordination, and execution of training schedules and digital skills programs in collaboration with trainers and stakeholders.
- Provide strategic direction and ensure alignment of center activities with the broader objectives of the Ajira Digital Program.

- Safeguard and maintain the center's infrastructure and equipment, ensuring uninterrupted program delivery.
- Monitor and evaluate training effectiveness, recommending improvements to enhance learning outcomes.

Stakeholder & Partnership Management

- Establish and maintain partnerships with the Ministry of ICT, local government offices, community organizations, and vendors to enhance program impact.
- Act as the primary liaison for mobilization efforts, engaging the community and publicizing training opportunities.

Training & Resource Management

- Oversee marketing and promotion of center activities, including social media engagement, success stories documentation, and event coverage.
- Maintain a database of youth participants, tracking engagement, progress, and impact of the program.
- Ensure accurate documentation and reporting, including training attendance, progress tracking, and issuance of certificates.

Monitoring, Evaluation & Reporting

- Prepare and submit detailed weekly and monthly reports on training sessions, activities, events, and incidents at the center.
- Conduct regular assessments of the center's performance, identifying areas for improvement and recommending strategic adjustments.
- Champion the adoption of online work, mentoring youth on digital skills and freelancing opportunities.
- Stay up to date with emerging ICT trends and online work opportunities to enhance program offerings.

Position: Call Center Agent

Organization: CCI Global (CCI-KENYA)

Period: 1st September 2023 – To Date

Established in Kenya since 2016 and now work with over 30 leading international brands. The CCI group of companies is one of the top providers of customer management services in Africa, supporting domestic and international clients. Headquartered in the UAE, the group comprises of companies across the African continent servicing brands from the United Kingdom, United States, Australia, New Zealand, South Africa, Kenya and others.

International Calls

As a trusted business process outsourcing (BPO) partner for international clients in the e-commerce and retail environments (CCI Kenya also deliver some services to domestic clients in Kenya also). This opportunity gave me an extensive experience in taking calls from customers answering questions or addressing any concerns they may have. The duties include handling many inbound and outbound calls to and from customers, listening to customers' needs or issues and providing helpful solutions to their problems, responding to chats professionally and timely.

Companies worked for at CCI:

While at CCI, I have worked as a call center Agent for **Lifetouch**, an American-based photography company headquartered in Eden Prairie, Minnesota.

Currently working for **JetBlue Airways Corporation**, a low-cost airline in the United States. It is headquartered in the Long Island City neighborhood of the New York City borough of Queens. It also maintains corporate offices in Utah and Florida

KPI's

- Customer Satisfaction Survey – **95.00%**
- Hire – **95.00%**
- Resolve – **85.00%**

Position: Volunteer Communications Manager

Organization: Brighter Society Initiative (BSI)

Period: 1st January 2023- to date

Established in 2021 in Kenya as a local NGO with an aim of transforming society through inclusive ways of enhancing, building capacities and adopting powerful skills by taking active roles in achieving quality lives including abandoning harmful cultural practices towards realizing socio-economic goals at all levels.

Media and Social Media Management

- Oversee the organization's social media presence, including content creation, posting schedules, engagement with followers, and monitoring trends
- Create compelling and relevant content for various platforms, including press releases, articles, blog posts, social media posts, and more.
- Develop and implement a comprehensive communication strategy that aligns with the organization's goals and objectives.

- Cultivate and maintain relationships with media outlets, journalists, and influencers to ensure positive coverage and accurate representation of the organization.
- Coordinate and promote events, conferences, and product launches, ensuring that the target audience is reached effectively.

Internal Communication.

- Facilitate effective communication within the organization by developing internal communication plans, newsletters, and announcements to keep employees informed and engaged.

Position: Volunteer Programme Manager

Organization: Brighter Society Initiative (BSI)

Period: 1st January 2022- 1st December 2022

Established in 2021 in Kenya as a local NGO with an aim of transforming society through inclusive ways of enhancing, building capacities and adopting powerful skills by taking active roles in achieving quality lives including abandoning harmful cultural practices towards realizing socio-economic goals at all levels.

Programme Management Implementation

- Lead the preparation and implementation of the programme based work plans, M&E indicators in accordance with BSI and donor guidelines to ensure and guarantee effective programme activities delivery.
- Monitor and oversee the day-to-day implementation of the programmes and projects to ensure compliance with the agreed work plans and that programme objectives and targets are being realised in line with the funding proposals.
- Lead the expansion and understanding of BSI working principles and approaches (partnerships, child participations, child rights programming etc) throughout the programme and follow up to ensure that these approaches are effectively implemented.
- Ensure that all staff, partners, and stakeholders implementing BSI projects have clear understanding of BSI mission, vision and values, goals, priorities and policies and that these are reflected in programme implementation.
- Conduct regular programme review meetings with the relevant partners and stakeholders to enhance information sharing and improve efficiency and effectiveness of programme implementation and operations.
- Initiate and develop alternative mechanisms for optimal implementation, management, monitoring and evaluation of programme activities.
- Maintain high standard of transparency and accountability during programme implementation while ensuring integrity and timeliness of activities

implementation in meeting programme objectives, compliance with donors &BSI policies.

- Provision of regular operations and implementation updates on programme progress and challenges to allow for timely interventions and corrective actions by management.
- Ensure the timely reviews and adjustments for the programme operational and implementation plans and budgets as may be required from time to time.

Programme Initiation and Development:

- Work closely with the programme team in the design and development of new funding proposals and concepts by providing information and technical inputs to the plans, budgets and M&E indicators, including requests for existing project extensions as may be necessary.
- Take lead in undertaking participatory assessments, surveys and planning new projects and initiatives as may be appropriate including conducting relevant research, proposal writing and programme documentations.
- Support the development of the projects' monitoring and evaluations systems and indicators in collaboration with the DM&E Manager and Specialist in order to accurately, timely and regularly measure the results and impact of BSI interventions from programme delivery.
- Contribute to the development and revision of BSI strategy, action plans and priorities in planning for future programme by participating in child rights situational analysis, providing inputs and feedback on the country programme strategy and thematic programme plans.

Budgeting and Financial Management

- Development of programme and project budgets including the cash transfer plans to guarantee availability of funds for programme implementation at all levels.
- Responsible for monitoring and revising as necessary project budgets and ensuring that funds are used optimally and accounted for in accordance to the funding contracts and agreements.
- Undertaking monthly budget monitoring in order to ensure accuracy of financial reports, manage budget variances, explain variances and propose measures for managing the variances.
- On quarterly basis, review all programme budgets to ensure that budgets are revised and rephrase timely and spent within donors budgets and expenditure guidelines and no-cost extensions/cost extensions are timely requested for.
- Ensure that all financial policies and regulations relating to cash flow management, expenditure controls, cash management, accounting information, advances management as put in place for the management and control of funds

are followed by the staff and partners in implementing the different programme activities.

- Support partners and staff in making decisions regarding budget allocations and utilizations and alerting management to any financial mismanagement which may arise during programme implementation.

Programme and Financial Reporting.

- Responsible and accountable for the preparation of timely and high-quality progress and end of project narrative and financial reports which are in accordance with the donor reporting schedule and formats.
- Review all programme financial reports ensuring that donor guidelines have been followed and high standard met, prior to submission to management.
- Organise and facilitate quarterly follow ups and progress review meetings to address key performance issues from the reports.
- Preparation of the project close out reports indicating follow up actions on closed projects and manage the transfers of project deliverables such as documents, files, equipment and materials.

Partnership Development and Management

- In addition to the other requirements, the job holder will take lead in identifying partners organizations that have the capacity and or the ability to increase the scale and scope of BSI programme work and impact including building their capacity for efficient and effective programme delivery and adherence to BSI policies and donor regulations.
- Develop with the partners detailed work plans and budgets to cover and implement a selected programme.
- Monitor and follow up the implementation of the agreed work plan and budget to ensure that the programme objectives are being realized in accordance to the programme and partnership agreement and take the necessary actions for any identified deviations.
- Undertaking partners' capacity assessment to identify capacity gaps and areas of support that the partners will require for effective implementation of the programme.
- Undertake frequent mandatory and non mandatory support visits to the partners organizations to discuss programme and operational progress and ways in which BSI can provide the needed support.
- Assist in the identification of new project opportunities for the partners and help partners to develop new funding proposals.
- Ensure timely, accurate and high quality financial and programmatic reporting by the partners and take corrective actions for any noncompliance by the partners.

Project Monitoring, Reporting and Documentation:

- Oversee the project monitoring to ensure information and reporting systems fulfil needs of BSI, communities, partners, host government, donors and other stakeholders, in line with M&E standards.
- Lead the process of developing project baselines and evaluations ToRs, 3 months before the date of effective implementation.
- Regularly monitor project activities with the frequency and tools as reflected in the M&E plans
- Monitor and follow up the Project Partner's on the activities implemented to ensure that they are in line with the project design and planned project activities reflected in the SAA.
- Provide backup and direct technical support to all staffs and partners.
- Support proper documentation of Project activities conducted –case studies, best practices and Compile and submit regular progress reports on the planned implementation activities to Line Manager.
- Facilitate effective monitoring, evaluation, documentation and reporting in line with agreed project targets and standards:
- Establish a functional project level M&E system and utilize information from the M&E database;
- Manage project information, documentation processes, and ensure effective communication of the program/project results.
- Provide monthly reports (progress against planned activities, expense against estimated budget) of project activities per agreed schedule.
- Prepare semi-annual and annual reports of project interventions (both financial and narrative (progress against delivery of goal, outcome outputs and achievement of outcomes)) to the donors, districts and BSI as per agreed schedule.
- Ensure appropriate filing and availability of documentation required for internal and external communications, accountability, audits, evaluation purposes and reporting
- Supervise on-going program assessments, evaluation and operational research studies, and take lead in utilizing the recommendations to improve programming.
- Document vital project documents including fund summary, project proposal, M&E plan, monthly, semi-annual and annual reports, reports on activities implemented (approved concept, activity report and attendance lists)

Human Resources Management and Development:

- Support the implementation of the BSI performance management systems and processes.

- Comply and support the compliance by all staff with all relevant BSI policies and procedures with specific respect to child safeguarding, Child Protection Policy, Code of Conduct, Zero Tolerance Policies, and other relevant policies.
- Encourage the culture and practice of learning, creativity and innovation amongst the team members.
- Maintain good team communication, engender good team dynamics and take remedial actions when problems occur.
- Support team members professionally and support stress management.

Representation

- Establish, maintain and improve active and regular working relationships and take the lead role in representing the principles and work of BSI to representative of other NGOs, government authorities, donors etc who are working and visiting the programme. This shall entail developing and maintaining strong working relationship with the State, Local Government Authorities, Technical departments relevant to BSI programme themes as well as attending all relevant regular meetings called by UN, NGOs, INGOs, Counterparts, Donors, and Government Forums.
- Lead the effort to improve active coordination and networking with government agencies, NGOs, UN agencies and other stakeholders in the region with the aim of building and maintaining a mutually beneficial strategic partnership.

Position: Sales Associate

Organization: The Macphinas (TMLC)

Period: 21st January 2020 - 5th September 2020

Established in 2020 in Kenya as a limited company. Based in Tana River county with branches in 5 counties.

Customer Interaction

- Engage with customers in a friendly and professional manner, actively listening to their needs and providing product or service recommendations.
- Develop a deep understanding of the products or services being offered, including features, benefits, and pricing, to effectively communicate value to customers.
- Process sales transactions accurately and efficiently, including handling cash, credit card payments, and ensuring proper documentation.
- Build and maintain strong relationships with customers, fostering loyalty and repeat business through excellent service and personalized interactions.
- Identify opportunities to upsell related products or services that complement the customer's initial purchase, increasing the overall transaction value.
- Gather and relay customer feedback to management, providing insights into customer preferences and potential areas for improvement.

Product/Inventory Management.

- Monitor and manage inventory levels, ensuring that products are adequately stocked and well-organized on the sales floor.
- Assist with arranging and displaying products in an attractive and organized manner, contributing to a visually appealing shopping environment.
- Attend training sessions to continually improve product knowledge and sales techniques, staying up-to-date with the latest information.
- Work towards achieving or exceeding sales targets and quotas, contributing to the overall revenue goals of the company.

Position: Information Technology Officer

Organization: Tana Space Cybers Technologies Ltd

Period: 1st January 2018- December 2019 (2 years)

Established in 2018 in Kenya, TSCT is an exceptional company seeking to promote sustainable economic and social development by working with local communities through relief and development activities. Tana Space Cybers Technologies has been working with local NGOs in Tana River County providing technical support and facilitation where need be.

Programme Strategy and Planning- 20%

- Support the overall strategy for the Programme as articulated in the Country Business Plan and strategic plan.
- Technical Expertise: Helping in identifying the most efficient and effective methods to achieve program objectives. I assisted in evaluating new technologies and software that can be utilized to optimize program delivery.
- Ensure TSCT's mission, values, and the Programme objectives are communicated amongst project staff and facilitate input from project staff in the strategic planning process.
- Data Analysis: analyzing program data and metrics, identifying trends and patterns, and recommending solutions to improve program performance.
- Support in shaping the overall strategy for the Project as articulated in the country business plan and strategic plan.
- Risk Assessment: assessing the potential risks associated with technology and recommend ways to mitigate them, such as implementing security protocols and conducting regular system audits.
- Budget Management: Assisted in the development and management of program budgets, ensuring that IT expenses are aligned with program objectives and financial constraints.

Stakeholder Engagement: Ensuring that their IT requirements are met, and that they understand how technology can support program goals.

Capacity Building & Team Management – 10%

- Oversee the administrative functions for the Programme/project team, line managing administrative staff in operation.
- Ensure staff performance management system is effectively implemented across the Programme teams, with objective setting, probationary reviews, regular catch ups, 6-month performance & Annual appraisals and exit interviews, carried out for all staff.
- Support the implementation of IRK's staff development policy, including personal development planning, across the project teams in a way that is consistent and transparent.
- Responsible for health and safety for the project team in the designated area, ensuring policy/ guidelines is understood by staff, and any accidents/incidents are recorded appropriately.
- Hold regular team meeting through a consultative, transparent, honest, and supportive communication structure to develop and build a vibrant team.

Programme Compliance and Safety -10%

- Responsible for security management for the project team in the designated area, including writing and updating the location-specific Security Plan with support from country focal person, ensuring staff are fully briefed and trained on the agreed security measures appropriate to the area, staff understand individual and collective responsibilities for safety and security and ensuring incidents are reported, critical learning is recorded, and corrective actions taken.
- Responsible for health and safety for the project team in the designated area, ensuring policy/ area guidelines is understood by staff, and any accidents/incidents are recorded appropriately.
- Responsible for the induction of project staff posted to the area, with the support of the HR office, ensuring their familiarity with IR mission, values, Quality Standards, policies and Programme objectives and their individual responsibilities in upholding these standards and policies.
- In conjunction with the HR Coordinator and HR staff, ensure local recruitment is consistent with TSCT HR recruitment policies, the legal context and local practice
- In conjunction with the HR Coordinator and HR staff, ensure HR policies and procedures are understood by the project team and implemented.
- Ensure project completion, filing and archiving procedures are implemented.

Networking and Partnership Development -20%

- Active participation and engagement with donors (institutional, UN & IPs) meeting, briefing session, Funding Information Sessions.
- Establish and sustain effective relationship with the Government (National & Counties) and other NGOs for coordination, compliance with regulations & policies and synergy building.
- Fulfil any additional assignment as deem necessary by the organization and/or as assigned by Line manager.

Position: Information Technology Support (Internship ITS)

Organization: Oceanfreight (EA) Limited

Period: 15th February 2017- 31st May 2017 (4 months)

Founded in 1970 and headquartered in Geneva, Switzerland, since 1978, MSC is a privately-owned organization driven by the Aponte family. A world leader in container shipping, MSC has evolved from a one vessel operation into a globally-respected business with a fleet of 570 vessels and more than 100,000 staff. MSC Mediterranean Shipping Company is a global business engaged in the shipping and logistics sector. Present in 155 countries, MSC facilitates international trade between the world's major economies, and among emerging markets across all continents.

Duties and Responsibilities

- Data Backup and Recovery: Ensuring that the organization's data is backed up regularly and can be recovered in case of a disaster or system failure.
- Information Security: Maintaining the security of the organization's information systems, including setting up firewalls, antivirus programs, and intrusion detection systems.
- Project Management: Participating in project planning, management, and implementation, including system upgrades and new system implementations.
- System Monitoring: Monitoring system performance and identifying areas for improvement to ensure the organization's technology infrastructure runs smoothly.
- Technical Support: Providing technical support to end-users and troubleshooting issues related to hardware, software, and network connectivity.
- Training and Documentation: Providing training to end-users on how to use hardware, software, and systems effectively and creating documentation to support users.

REFEREES

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