

kevin Ndirangu

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📍 Nairobi, Kenya

Profile

A forward-thinking and accomplished project manager with a track record of driving results in the management of scalable workforces, specializing in research, computer vision, Natural Language Processing, and data processing teams dedicated to advancing AI initiatives and enhancing operational efficiency. My extensive background encompasses workforce oversight, training, quality control, billing and revenue projections, and client relations.

I excel as an adept communicator with strong leadership acumen and a knack for problem-solving. Proficient in leading cross-functional teams, I consistently deliver projects that are not only on time and within budget but also exceed the expectations of all stakeholders. Ready to take on new challenges and make a significant impact in the ever-evolving landscape of AI and business optimization.

Professional Experience

2023/07 – present
Nairobi, Kenya

Project Delivery Associate

CloudFactory

- Define project scopes, create training modules, and manage workforce capacity for efficient client fulfillment.
- Ensure performance improvement through analytical insights and guide teams with constructive feedback and incentives.
- Take ownership of operational health scores, reporting key metrics, and champion adherence to internal policies.
- Strategically navigate challenges and provide accurate monthly reports for both workforce payouts and client billing.
- Coach and mentor Delivery Assistants to foster growth into accomplished Associates.

2021/02 – 2023/07
Nairobi, Kenya

Project Delivery Assistant

CloudFactory

- Trained and led 100+ cloud workers through six successful projects.
- Facilitated communication, managed operational duties, and developed reports for stakeholders.
- Oversaw project risks, developed detailed plans, and implemented change control procedures.
- Monitored project quality, identified actions for improvement, and assessed risks' impact on objectives.

2020/11 – 2021/02
Nairobi, Kenya

Data Analyst and Team Captain

CloudFactory

- Conducted web research for data enrichment where more than 10 use cases were completed successfully.
- Conducted data annotation for training AI models.
- Supervised a team of ten and monitored team performance to ensure that we were consistently above 95% in accuracy.
- Assisted in team training and team management for a group of 50 workers.

2021/03 – 2021/11
Nairobi, Kenya

Research and Data Labeling Assistant

Microsoft Africa Research Institute (MARI).

- Analyzed and Categorized data annotation work for Microsoft Africa Research Institute (MARI): Project EPoCh where over 6000 chat sentences were categorized.
 - Sentiment Analysis and Categorization.
- Language: English, Swahili, and Sheng.

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| 2020/11 – 2021/02
Nairobi, Kenya | Sales Consultant/Customer Support
<i>Jumia</i> <ul style="list-style-type: none">• Supported over one hundred customers with order inquiries, placement, and tracking.• Marketed Jumia products on Social media platforms: WhatsApp and Facebook. |
| 2020/06 – 2020/09
Bungoma, Kenya | Data Analyst
<i>Ministry of Interior and Coordination of National Government · (Contract)</i> <ul style="list-style-type: none">• Worked with a team of over thirty in the Digitization of Civil Registration Records for 5 counties in the western Kenya region where we digitized more than 500,000 citizen records. |

Education

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| 2023/01 – 2023/04 | Certificate In Project Management
<i>Coursera</i> |
| 2015/08 – 2019/12
Bungoma, Kenya | Bachelor Of Commerce (Purchasing and Supply Chain Management)
<i>Kibabii University</i> |
| 2019/10 – 2019/10
Nairobi, Kenya | Digital Skills, Information Technology
<i>CloudFactory Academy</i> |
| 2010/01 – 2014/11
Kirinyaga County,
Kenya | KCSE
<i>Kianyaga High School</i> |

References

Dr. Kadian Wafula, *Procurement Lecturer, Kibabii University*
0722125325

Joseph Kutoja, *Senior Delivery Analyst, CloudFactory*
0711563459

Eric Mwangi, *Senior Delivery Associate Cloudfactory, CloudFactory*
0720125325

Skills

Strong Analytical And Problem Solving Skills	Strong Technical Skills
Communication Skills	Time Management