

CURRICULUM VITAE

PERSONAL DETAILS

Name : Dr. Hilary Kipchirchir Kandie, Ph.D., MKIM
Address : P.O. Box 106256, 00101 Nairobi, Kenya
Tel. : +254-722-263444
E-mail : hilary.kandie@gmail.com
Personality : Initiative, Enthusiastic, Friendly, Hard Working and Commercial minded
Date of Birth : 23rd March 1976
Marital Status : Married
Nationality : Kenyan
Sex : Male
Language : English and Swahili both written and spoken

TRAININGS

May 2020 – Jun. 2020 : **Leadership & Management Training Course** Luxury Academy –London, United Kingdom
18th & 25th June 2011 : **Key Account Management Training** Human Capital Synergies Africa Limited
Certificate of Attendance
07th May 2011 : **Strategy Execution** KPMG
Certificate of successful completion
Nov. 2005 – Dec. 2005 : **ISO 14001 – Quality Management System** Systems Auditor/Lead Auditor Training Course Bureau Veritas
Jun. 2005 – Jun. 2005 : **ISO 9001 – Quality Management System** Systems Auditor/Lead Auditor Training Course Bureau Veritas

EDUCATION & QUALIFICATIONS

2011 to 2019 : **Doctor of Philosophy (PhD) in Business Administration- Strategic** Jomo Kenyatta University of Agriculture and Technology, Kenya
2015-2017 : **Bachelor of Business Administration and Management (Second class Honours – Upper Division)** St. Paul's University, Kenya
2009 -2011 : **Masters of Business Administration-Strategic Management** Jomo Kenyatta University of Agriculture and Technology, Kenya

1996-2000 : **Bachelor of Science (Second class Honours – Upper Division)**
University of Nairobi, Kenya

1991-1994 : ***Kenya Certificate of Secondary Examination***
Njoro high school, Kenya

WORKING EXPERIENCE

November 2009 to July 2020

Company : SGS Kenya Limited (Member of SGS Group-Geneva)
Position : Head of Training services/Academy Manager/Business Consultant/Auditor/Trainer
Reporting : Regional Certification Business Enhancement Manager
Countries : Kenya

Roles and Responsibilities

- Developing and implementing business strategy for the Academy taking into consideration the market environment and company strategy
- Sales and marketing of the products
- Development of new products relevant to SGS products portfolio
- Manage the unit profitably by developing and tracking the Unit budget and manage cost
- Training management and ensure training is done within defined budgets.
- Liaise with registered training bodies and regulators with a view to obtain and maintain accreditation and or registration
- Where necessary represent SGS at specific training related meetings to lobby and influence regulators and stakeholders in areas to support SGS business interest
- Plan courses to be executed by academy
- Maintain all necessary records related to training
- Provide a technical reference point for SGS business development activities
- Ensure the academy activities are compliance to company policies, relevant statutes and standards
- Manage audits of SGS training activities to ensure a positive result
- Identify, source and manage all training related resources.

August 2008 to November 2009

Company : Bureau Veritas Kenya Limited (Member of Bureau Veritas Group-Paris)
Department : Commercial
Position : Commercial Manager/Auditor/Trainer
Reporting : Regional Chief Executive Officer
Countries : Kenya, Uganda, Tanzania, Rwanda and Ethiopia

Roles and Responsibilities

- Commercial management of accounts or projects, including role of LKAM, RKAM or GKAM; commercial interface with top managers, coordination of commercial action
- Implements commercial strategy as defined by country chief executive and related business line managers
- Follow up of Commercial Action Plan
- Commercial visit preparation and reporting
- Communication of list of Key Accounts and KAM

- Definition and communication of pricing rules (potential discounts...), preparation and approval of offers and contracts. (Signature value to be defined locally)
- Selling process: prospecting visits, contacts follow-up, quotation, contract negotiation and operations follow-up including client satisfaction
- Commercial back office coordination and supervision performed by commercial back office team; appointments, documents for quotation /contracts, commercial information
- Manages the sales force team and implements commercial strategy for the related business line
- Manages the sales force team; training of the sales staff, defining the sales objectives, incentives policy and sales back office organization
- Manage people; Commercial job assignments and delegations per sales executives Definition of KPI's for sales and marketing executives
- Marketing campaigns and support; mailing, commercial meeting organization
- Internal communication of sales and marketing information (references, best practices, CRM tool reports...), commercial knowledge management
- Market studies: gathers and analyses commercial information, recommendations to BU Managers.

July 2006 to August 2008

Company : Bureau Veritas Kenya Limited (Member of Bureau Veritas Group-Paris)
Department : Certification
Position : Training Manager/Auditor/Trainer
Reporting : Certification Manager
Countries : Kenya, Uganda, Tanzania, Rwanda and Ethiopia

Roles and Responsibilities

- Producing Business Unit and Department strategy to meet training and development needs, and manage training delivery, measurement and follow-up as necessary in line with the market demands
- Planning Unit/Department training budgets forecast costs and delegate numbers as required by organizational planning and budgeting systems
- Researching and development of products and services in line with the emerging trends in the region
- Assessing relevant training needs for staff individuals and organisation, in consultation with departmental heads, including assessment methods and measurement systems entailed
- Dealing with enquiries concerning training Products and Services whether from Bureau Veritas International Training Centre –UK or from potential customers
- Staying informed as to relevant skills and qualifications levels required by staff for effective performance, and circulate requirements and relevant information to the organisation as appropriate Approving and periodically re-assessing/re-approving Training Services Business Unit/Department suppliers/ sub-contractors in all categories, and adding/deleting suppliers/sub-contracts to/from the approved supplier list
- Designing training courses and programmes necessary to meet training needs, or manage this activity via external provider(s)
- Identifying, selecting and managing external training and accreditation bodies, agencies and providers necessary to deliver required training to appropriate standards
- Designing and developing customized training programmes based on the corporate needs

May 2004 to June 2006

Company : Bureau Veritas Kenya Limited (Member of Bureau Veritas Group-Paris)

Department : Certification
Position : Training Coordinator/Systems Trainer/System Auditor/Consultant
Reporting : Training Manager
Countries : Kenya, Uganda, Tanzania, Rwanda and Ethiopia

Roles and Responsibilities

- Dealing with enquiries concerning training Products and Services whether from Bureau Veritas International Training Centre –UK or from potential customers
- Identifying, selecting and managing external training and accreditation bodies, agencies and providers necessary to deliver required training to appropriate standards
- Organising training venues, logistics, transport, accommodation as required achieving efficient training attendance and delivery
- Planning and deliver training courses personally where necessary to augment that provided externally or internally by others Recruiting, managing and developing direct-reporting staff and trainers
- Ensuring all training activities and materials meet with relevant organizational and statutory policies, including health and safety, employment and equality laws
- Ensuring that the Training Services Business Unit Quality System is maintained, through controlled distribution, as all applicable locations in the East Africa Region
- To authenticate trainers and maintain a database of approved Trainers on the Trainer
- Allocation Control Systems (TACS)
- Maintaining the Global Web-based training database

February 2002 to April 2004:

Company : Azicon Kenya Limited
Department : Administration
Position : Training and Development Officer

Roles and Responsibilities

- Identifying training and development needs within the organization through job analysis, appraisal schemes and regular consultation with managers;
- Designing and developing training and development programmes based on the organisation's, and on individual, needs
- Assessing the return on investment of any training or development programme and keeping planned programmes within budgets producing training materials for in house courses.
- Managing the delivery of training and development programmes
- Monitoring and reviewing the progress of trainees by using questionnaires and through discussions with managers
- Developing and implementing quality, Health & Safety and Social management
- Strategy and plans, including resource, systems, timescales, financials, to support,
- contribute to, and integrate within, the organisation's annual business Plan and long term strategy
- Monitoring performance (in relevant areas) according to agreed standards and take necessary action to communicate/advise/assist according to performance levels.
- Monitoring and informing/communicating standards created/maintained by external bodies, and integrate within internal quality, Health & Safety and Social management systems.

- Establishing and implementing necessary communication strategy for the improvement and awareness of quality issues across organisation
 - Reporting as necessary on changes in standards (internally and externally initiated) and on performance against standards
 - Providing suitable and current information and supervision concerning health and safety policies and practices
 - Proper and timely assessment of risks to health and safety, and implementation of measures and arrangements identified as necessary from the assessments
 - Provision of emergency procedures, first-aid facilities, safety signs, relevant protective clothing and equipment, and incident reporting to the relevant authorities
 - Auditing engineering and operational activities; lead specific technical audits and become involved in business-wide programmes ensure time, cost and delivery targets are met Liaising and co-operating with quality, Health & Safety and Social management, certification and government Departments, manage staff according to company standards (appraisals, discipline, training, development, etc)
 - Manage departmental performance against agreed targets and budgets, and within policies and standards.
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December 2000 to January 2002:

Company : Blue Ridge Mining Limited
Department : Administration
Position : Training and Development Officer

Roles and Responsibilities

- Identifying training and development needs within the organization through job analysis, appraisal schemes and regular consultation with managers
- Designing and developing training and development programmes based on the organisation's, and on individual, needs
- Assessing the return on investment of any training or development programme and keeping planned programmes within budgets producing training materials for in-house courses.
- Managing the delivery of training and development programmes
- Monitoring and reviewing the progress of trainees by using questionnaires and through discussions with managers
- Amending and revising programmes as necessary, in order to adapt to the changes that occur in the work environment

February 2002 to April 2004:

Company : Azicon Kenya Limited
Department : Administration
Position : Training and Development Officer

December 2000 to January 2002:

Company : Blue Ridge Mining Limited
Department : Administration
Position : Training and Development Officer

PART-TIME WORK

2009 to date : Part-time Lecturer at St Paul's University

OTHER INTEREST AND HOBBIES

Hobbies : Watching football.
Reading business, electronic and computer review articles and magazines
Watching news and documentaries

MEMBERSHIP

- Registered Associate Consultant Chartered Quality Institute (RACCQI)-UK
- Associate Member Chartered Institute of Personnel and Development (AMCIPD)-UK
- Associate Member Kenya Institute of Management (MKIM)
- Professional Trainers Association of Kenya(PTAK)
- Association of International Business(AIB)

PUBLICATIONS

- Kandie, H. K., Guyo, W., & Senaji, T. A. (2018). Effect of Leadership Management on Students' Satisfaction in ISO 9001: 2008 Certified Universities in Kenya. *International Journal of Managerial Studies and Research*, 6(2), 29-43.
- Kandie, H. K., Guyo, W., & Senaji, T. A. (2018). Effect of Resource Management on Students' Satisfaction in ISO 9001: 2008 Certified Universities in Kenya. *Archives of Business Research*, 6(2), 93-108.
- Kandie, H. K. (2018). Effects of Service Quality on Students' Satisfaction in Libraries in Kenya Using Servperf Model: Case of St Pauls' University in Kenya. *Archives of Business Research*, 6(1), 117-133.
- Kandie, H. K., & Koech, A. K. (2015). Factors Influencing Strategy Implementation at the National Treasury Ministry in Kenya. *European Journal of Business and Management*, 7(10),1-10

REFEREES:

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| REFEREES 1 | Prof (Eng). Thomas A. Senaji, Ph.D Professor Kenya Methodist University 0722 772400 tsenaji@gmail.com |
| REFEREES 2 | Kioko Ndolo EAC Business Manager Certification and Business Enhancement P.O. Box 72118-00200 Nairobi Tel. 0733 637149 Kioko.Ndolo@sgs.com |
| REFEREES 3 | Stephen K. Kiplagat Kipkenda and Co. Advocates P.O.Box 56832-00200 Nairobi, Kenya 0722 611649 skipkenda@kipkenda.co.ke |