

KEVIN GATITU NDEGWA

Human Resources, Administrator, Quality Assurance

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SUMMARY

With over 7 years of administrative experience and 6 years of human resources experience, my contribution and achievements can be backed by over 21% decrease in turnover and 30% increase in employee satisfaction.

EDUCATION

Master of Arts (MA), International Relations
University of the Witwatersrand, South Africa, 2011-2012

Bachelor of Arts (Hon), International Relations
University of the Witwatersrand, South Africa, 2010

Bachelor of Arts, International Relations & Sociology
University of the Witwatersrand, South Africa, 2007 - 2009

International Baccalaureate (IB)

SOS Herman Gmeiner International College, Ghana, 2005 - 2006

International Certificate of Secondary Education (IGCSE)

SOS Herman Gmeiner International College, Ghana, 2001 - 2004

Key Educational Achievements

Certificate of Achievement at the University of Witwatersrand, 2009 & 2012

PROFESSIONAL EXPERIENCE

Human Resource\ Administrative & Quality Supervisor

Favori LLC, Mogadishu

Feb 2015 - Present

- Drafting and implementation of HR policies including staff policies, performance management, disciplinary and grievance procedures and absence management.
- Developing HR strategies considering immediate and long-term staff requirements, and implementing staff training workshops
- Prepare interview packs, prepare orientation and staff acclimatizing.
- Management of staff files and ensuring all documents are present and in accordance to audit requirements
- Documentation and follow up on staff leave records
- Ensure and update the accuracy of the organization's databases
- Taking on additional responsibilities within the airport and beyond company responsibilities.
- Repairing of office equipment when possible or reporting to relevant departments
- Administering security access to airport facilities for all airport employees.
- Consolidation of HR reports
- Assists in processing performance assessment and contract completion reports.
- Ensure and control documents like SOPs, policies, guidelines and procedures are in place and easily accessible.

- Maintain and assist Airport manager in cementing business relationships with all stake holders including UN agencies.
- Conduct Quality Assurance audits in compliance with contractual specifications and customer's expectations. Identify and implement corrective actions with applicable market ownership.
- Conduct field training and coaching, to ensure that all direct labor staff are fully trained and adhering to the Quality Control program.
- In addition, develop and implement a Quality Assurance corrective plan-of-action, to guide and assist managers in achieving high quality performing accounts, to meet and/or exceed the work scope and cleaning Industry Standards.
- Leverage technology and visual aids to help facilitate and assimilate staff to the training materials. Conduct training across all shifts and in different settings to include work sites, classroom settings, mobile crews and as assigned
- Check figures, postings, and documents for accuracy. Record, store, access, and/or analyze computerized information.
- Follow all company safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; maintain awareness of undesirable persons on property premises.
- Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets; protect the privacy and security of guests and coworkers
- Works through the existing process to maintain a detailed verification plan which includes a check on all existing process to monitor quality process and identify deviation. Also implements corrective action plan to ensure a proper and effective closure of the deviation.
- Identifies relevant quality related training and awareness building requirements and develop a plan to bridge skills or information gaps.
- Conducts quality and hygiene audit of the airport terminal and identify deviations in process and standards.
- Forwards corrective action plans on all non-conformance observed.

Marketing Associate

Eneza Education, Nairobi

Aug 2014 - Feb 2015

- Oversee development of advertising, public relations and all marketing communications to meet company product objectives.
- Assist in, and responsible for, the implementation of marketing plans, including campaign strategies.
- Work with product management team to efficiency, and help company to achieve its objectives and revenue goals.
- Searched online for agencies funding education related issues and relayed back to CBO.
- Directly engage with and provide product knowledge to customers.
- Purchase, receive and store the office supplies ensuring that basic supplies are always available
- Drive customer service, including telephone, email and face to face
- Expanded the business to other counties by opening operating kiosks.

Customer Service Agent

DHL Global Forwarding, Nairobi

Feb 2014 - Aug 2014

- Manage documentation to import of client goods timeously.
- Answer general phone inquiries
- Back-up electronic files using proper procedures
- Reply to general information and redirect to appropriate staff
- Guaranteeing customer satisfaction by effectively communicating information related to delivery, payment and invoicing of client goods.
- Ensuring service commitments are achieved and maintained in accordance with client and company objectives;

Administrative Officer

MSC Business College, Johannesburg

2010 – 2012

- Responsible for data entry, facility maintenance and logistical projects, drafting of minutes and reports, filing and logistical support.
- Responsible for Database & Employee management.
- Oversight of the organization annual work plans, budgets and reports of all departments.
- Greet and receiving prospective students and clients
- Appointed Acting Principle in charge of running the school under supervision of the Director.

Researcher

Wits University, Johannesburg

2011 - 2012

- Conducted research into multiple socioeconomic issues including Kenya's National Youth Service, Rural Development, Land Tenure, various South African Land Acts as well as Human Rights Issues.
- Gained firsthand experience in research publication and dissemination.
- Developed and consolidated a dynamic database of NGOs in the SADC region.

African Presidential Round Table Conference,

Mauritius, 2012

Attended a conference convened to discuss the African energy problem attended by Ex African Presidents, dignitaries and top students from the faculty of Foreign Affairs from around the World.

International Relations Tutor

Wits University, Johannesburg

2012

A top student given the opportunity to tutor undergraduate students.

ADVOCACY

Volunteer Programs

2001 - 2006

- Volunteered at Children's Homes, Old age homes and Special Schools
- Participated in various environmental initiatives.
- Took part in literacy programs in rural areas.

Skills

- Excellent at Microsoft tools (Excel, Access, Word, Outlook, and PowerPoint)

- Studied and used “R”, a statistical data analysis tool, in my Masters Research paper.
 - Applicant screening
 - Recruiting
 - Interviewing
 - Reference checking
 - HRIS
 - Payroll
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REFERENCES

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