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| **Name** | Japheth Ogutu Marageri |
| **Date of Birth** | December 29th.1988. |
| **Profession** | Professional Logistics & Procurement Officer/Civic Educator/ Consumer Protection Crusader. |
| **Years in profession** | 9 Years |
| **Address** | P.O. Box 101826-00100, Nairobi, Kenya. |
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| **Telephone** | +254722363399/ +254735078159 |
| **Marital Status** | Married |
| **Languages** | English & Kiswahili |
| **Nationality** | Kenyan |
| **Religion** | Christian |



**Capsule:**

**An experienced, hands on, professional Consumer Protection Crusader, with a visible track record in consumer protection advocacy, consumer violation investigations, media and public relation skills , better Customer service experience, Feasibility Studies , Conflict Resolution Mechanisms, Events organizing and public relations to raise visibility of institutions. Am a peer educator, Human/Consumer Rights Crusader, Civic education facilitator & a Researcher.**

**Career Focus**

To advance in consumer protection activities and offer efficient and effective service delivery exploring versed management and strategic skills acquired that meets consumers expectations. Developing & managing programs to maximize their Brand Equity and Visibility in terms of success realization, informed strategies and enhancing Institutional development.

**Skills and Qualifications.**

Am skilled in consumer protection, investigations on consumer protection cases, conducting Research and Feasibility Studies, Training, Listening, management, Communication, Registry & Documentation, Procurement activities, Peaceful Conflict Resolution, Report writing, Event organizing & Projects coordination with broad experience at strategic management level in a busy working organization.

**Career Progression**

Increasing responsibilities over 9 years from:

2008 – 2009 : Field Supervisor at Lock-Land Flower company-Kajiado, Kenya.

2009 –2010 : Physics & Geography Teacher at Lang’ata Education Centre.

2011 – 2012 : Procurement Officer at Hajar Services Ltd.

2012 – 2013 : Field Facilitator at INUKA Kenya Trust.

2013-2015 : Programs Assistant at Kenya Alliance of Resident Associations

(KARA)

2014- : Research Officer at Juma & Associates Consultants.

2014-2017 : Programs Officer at Consumers Federation of Kenya (COFEK).

2015-2017 : Programs Officer at Kenya Alliance of Resident Associations

(KARA)

2017 to date : Founder/Director at Consumer Downtown Association (CDA)

**PROFFESSIONAL COURSES**

* ICT & Entrepreneurship – College certificate
* Diploma in Logistics & Procurement Management- Chartered Institute of Logistics & Transport (CILT)-UK.
* Bachelor of Business Administration & Management-St.Paul’s University Nairobi.

**EDUCATIONAL BACKGROUND**

**2013 AUGUST TO 2018**: Bachelor of Business Administration & Management (BBAM) at St.Paul’s University, Nairobi Campus.

**2010 to 2011 :** Successfully completed Advanced Diploma in Logistics and Transport Management at CILT-UK.

**2008 – 2009 :** Professional Diploma in Logistics & Transport Management, CILT-UK.

**2008-2009 :** Diploma in Logistics and Transport Management at CILT –UK.

**2004 – 2007 :**Victory Academy &St. William’s Secondary School (Kenya Certificate of Secondary Education).K.C.S.E.

**1994 – 2003**:Onywera Primary School, (Kenya Certificate of Primary Education). K.C.P.E.

**Personality**

* Self – driven & universal mind-set.
* Results oriented
* Positive outlook
* Clear focus on quality and business profit
* Mature
* Reliable
* Tolerant
* Determined
* Empathetic communicator
* Creative, resourceful, dedicated, reliable, dependable and trustworthy
* Well presented
* Sufficiently mobile and flexible to travel anywhere in the world
* A team player

**Summary on areas of strength.**

* Exposed to many aspects of organization’s management and projects implementation.
* Able to lead, clearly articulate vision and to focus achievable output.
* Able to use personal judgment and initiative to develop effective and constructive solutions to challenges and obstacles facing organization.
* Have worked in large, medium and small companies.
* My experience in large organizations has enabled me to transfer superior knowledge and practices to the running of smaller enterprises. The latter have given me the opportunity to getting involved in all aspects of business- Finance, Sales and Marketing, Programs Coordination, Procurement, Production and Human Resource.
* I have experience in conducting Feasibility studies.
* I have conducted capacity building training on Consumer Protection Act,2012 and other Stakeholders engagements on various Bills at Nairobi County and National level.
* I have rich experience on consumer protection and investigations involving consumer rights violations.

**WORK EXPERIENCE**

**2017 to Date;- Consumer Downtown Association (CDA)**

**Title Founder/Director**

**Core Responsibilities;**

* Day to Day management of the Association
* Conducting Market surveillance and investigation on consumer rights violations.
* Organization spokesperson and public relation.
* Resource Mobilization and projects execution for the association.
* Representing the association in different strategic meetings and forging partnership with various organizations where necessary.
* Convener of consumer protection executive trainings.
* The lead on research and evidence based advocacy on consumer protection in Kenya.
* Passionate about consumer protection and welfare of all Kenyans.

**2015 to 2017;-Kenya Alliance of Residents Association (KARA).**

**Title Program Officer**

**Core Responsibilities;**

* Resource mobilization for the organization through development of proposals, concept notes, preparing reports, Identifying stakeholder groups to participate in specific forums amongst others.
* Conducting Research and Feasibility Studies on various aspects in the diverse market to establish wider perspective on project implementation, this informs methodology, conceptual framework and target groups to realize the desired outcome.
* Represent the Organization in strategic meetings and speak on behalf of the organization on various issues as may be assigned by the CEO .
* Facilitating focused group discussions of understanding the concept of Resident Association formation and structured engagement with Government amongst other key stakeholders to address service delivery issues within the neighborhoods.
* The convener of Kara Environment, Water & Sanitation Special Committee meeting to address related issues and developing legislations and policies around the sector;
* Facilitating Legislative formation in partnership with relevant stakeholders drawn from government, private sector, media, Civil Society and general public.
* Member of Alternative Dispute Resolution Committee; role is to handle complaints, develop reports on logically conclude on cases and keep database on complaints resolved.

**January 2014 – 2017 : Consumers Federation of Kenya (COFEK)** Is Kenya's independent, self-funded, multi-sectoral, non-political and apex non-profit Federation committed to consumer protection, education, research, consultancy, litigation, anti-counterfeits campaign and business rating on consumerism and customer-care issues. Cofek works towards a fair, just and safe marketplace for all Kenyan and regional consumers. Cofek is a member of the Government-run Kenya Consumer Protection Advisory Committee (Kecopac).

**Title** : **Programs Officer.**

**Core Responsibilities :** Responsible for the day to day management of the Organization.

* Working with key partners closely, through information sharing, developing organization calendar, work plan and actualizing insights as provided in the 5 year strategic plan.
* Mobilizing resources to fund operations, maximize investment and increase efficiency;
* Day to day receiving consumer complaints on violation of consumer rights and mediating the parties, keeping complaints records and developing reports on the same.
* Conducting Research and Feasibility Studies on various aspects in the diverse market to establish appropriate consumer demands and supplies.
* Represent the Organization in strategic meetings and speak on behalf of the organization on various issues as may be assigned by the Secretary General.
* Reviewing activity reports and other performance data to measure productivity and goal achievement and to determine areas that require cost reduction and program improvement.
* Liaise with key stakeholders to Moderate products and services advise on prices and credit terms, based on forecasts of customers in competitive environment;
* Understanding cliente requirements and communicating the feedback to relevant in house teams for action.
* Create harmonious trading between consumers, service providers and market regulators.
* Facilitating focused group discussions of understanding Consumer rights as in Kenya Consumer Protection Act, 2012 in pursuant to Kenya Constitution Article 46.
* Convene sector units, experts’ stakeholders’ forums to leverage on key ideas towards formation of Consumer Guideline/policy document to inform actualization of Consumers Protection Act, 2012.

**May 2013 – 2015:** Kenya Alliance of Resident Associations (KARA).

**Title : Assistant Programs Officer,** Reporting to the CEO through Programs Director.

**Overall Responsibilities:** To plan, coordinate and ensure effective and efficient smooth running of organization activities, projects on daily basis.

**Key Tasks**

* The convener of Kara Environment, Water & Sanitation Special Committee meeting to address related issues around the sector;
* Recruit members to the organization;
* Prepare reports on Forums conducted and minutes of meeting held and share with the organization.
* Represent the Organization in strategic meetings and speak on behalf of the organization on various issues as may be assigned by the Programs Director or the CEO.
* Member of Alternative Dispute Resolution Committee to settle disputed Resident Associations, service providers or/and private developers.
* Provide leadership to the organization’s units in investigating, planning, setting up and overseeing strategically effective and relevant systems in project running; purchasing, & facilitating necessary logistics;
* Orientation to clients & new staffs on organization’s role ,scope, overall objectives, partners and overall expectations;
* Attend meetings to report on organization and contribute to company strategy and policy making as required;
* Liaise with other functional departmental officers for information sharing & coordination;
* Responsible for documentation and filings.

**PROFESSIONAL DEVELOPMENT**

**January 2012:** Acquired skills on Dangers of GMO Foods-Training workshop offered by Africa Biodiversity Network.

**July 2012:** Financial Literacy Training by Equity Bank Ltd, I acquired financial skills i.e. Credits, Savings, Asset financing e.tc.

**August 2012:** Life Skills Training under Kenya Youth Empowerment Programme Supported by World Bank and Conducted by Kenya Private Sector Alliance (KEPSA) through Life Skill Promoters, I acquired motivational skills, personal development skills, Professional Code of Conduct and work ethics e.tc.

**September 2012:** Training on Entrepreneurship and writing Business plan, Proposals and how to run a business by Technoserve Organization. I acquired entrepreneurship skills, Knowledge on proposal and Business plan writing.

**October 2012:** Civic Education workshop on Bill of Rights and Land Policy by International Republican Institute. I acquired policy development skills, understood the Context of Constitution and its applications to our daily lives. I later used the knowledge acquired to facilitate civic awareness creation across 45 wards of Nairobi County through DEGONSA/IRI Civic education program.

**February 2013:** Participated in Developing of Nairobi County Youth Bunge SACCO constitution, Bylaws and structural context development. I acquired Financial Skills, team work, general view of SACCO formations.

**March 2013:** Participated in Business Entrepreneurship with Kenya Youth Business Trust. I acquired more financial skills, proposal and Business Plan Writing.

**April 2013:** Pursued Certificate in ICT and Business Management support by Carolina for Kibera. Acquired Computer skills in entrepreneurship through ICT-Get It program.

**May 2013;** Led a pilot program on Civic education, facilitation on Bill of Rights, Devolution, Role of County Governments and Electoral process, Citizen Participation, Public Finance, and Democracy among others. I did the program in Nairobi County covering 45 wards, supported by International Republican Institute. The program entailed Community workshops; Radio talk-shows and TV interview

Programmes.

**May to September 2014** ;I was amongst the technical committee members who drafted UN-Kenya National Report on Human Settlement and on the New Urban Agenda presented at Geneva as Kenya position. I sat at National UN-Habitat Committee on behalf of KARA.

**January to November 2014**;Participated in the development of Consumer Protection Regulations, Development of Nairobi City County Integrated Master Plan, Development of Nairobi County Solid Waste Management Act,2015 and Development of Kenya Residents Association Bill 2014 amongst others.

**October 2014;** Facilitated a 3-day workshop to KUSCCO staffs on sensitization of Consumer Protection Act, 2012 and its relevance to market demands covering credit agreements, Unfair Trade practices in the market, Consumer Rights, Consumer Remedies and Rescinding scenarios.

**May 2015;** Participated in a three day workshop on the training for Effective Skills on Press Release by Business Advocacy Fund supported by Danida.I acquired media relation skills.

**May 2015 to date;** Through our partner organization, Juma & Associates Consultants, I have conducted six banking feasibility studies on culmination of new Fidelity Commercial Bank branches in Kitale,Nakuru,Eldoret,Karen,Rwaraka and Thika towns the reports approved by the World bank.

**March –December 2015**; spearheaded the development of Non-Motorized Transport Policy for Nairobi.

**January 2016:** Driving School; Obtained BCE Driving License.

January 2017; Convener of the committee spearheading the Development of Nairobi City Solid Waste Management, Regulations.

As the founder and Director of Consumer Downtown Association; I have organized and facilitated many high profile trainings on consumer protection.

Through Consumer Downtown Association; am privileged to sit at Kenya Bureau of Standards Technical Committee on standards development**.**

* **Interests;** Executing Challenging tasks at work place.
  + - Listening to music.
    - Listening to motivation/inspirational materials and speakers.
    - Watching Consumer Courts

**Referees:**

Tom Oketch

Chairman Consumers Downtown Association

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Mr. George Mboya

MBAs,

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