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| **Name** | JaphethOgutuMarageri |
| **DateofBirth** | December29th.1988. |
| **Profession** | Professional Business AdministrationOfficer/Strategist/ProjectandProposalsExpert. |
| **Yearsinprofession** | 10Years |
| **Address** | P.O.Box101826-00100,Nairobi,Kenya. |
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| **Telephone** | +254722363399/+254735078159 |
| **MaritalStatus** | Married |
| **Languages** | English&Kiswahili |
| **Nationality** | Kenyan |
| **Religion** | Christian |



**Capsule:**

**An experienced, hands on, professional Business Management Expert, with a visible trackrecord in Organizations management, consumer protection advocacy, media and publicrelation skills, better Customer service experience, Feasibility Studies, Investors focus,Proposal writing, Conflict Resolution Mechanisms, Events organizing and public relationstoraisevisibilityof institutions.**

# CareerFocus

To advance in business management and offer efficient and effective service delivery exploringversed management and strategic skills acquired that meets companies’ expectations. Developing& managing programs to maximize Brand Equity and Visibility in terms of success realization,informedstrategiesandenhancingInstitutionaldevelopment.

# SkillsandQualifications.

Am skilled in running membership organizations, resource mobilization, Proposal writing, Eventorganizing & Projects coordination with broad experience at strategic management level in a busyworkingorganization.

# CareerProgression

Increasingresponsibilitiesover10yearsfrom:

2008–2009 : Field Supervisor at Lock-Land Flower company-Kajiado, Kenya.2009–2010 : Physics&GeographyTeacher atLang’ataEducation Centre.

2011–2012 : Procurement Officer at Hajar Services Ltd.2012–2013 : Field FacilitatoratINUKAKenyaTrust.

2013-2015 : ProgramsAssistantatKenyaAllianceofResidentAssociations(KARA)

2014- : ResearchOfficeratJuma&AssociatesConsultants.

2014-2017 : ProgramsOfficeratConsumersFederationofKenya(COFEK).2015-2017 : ProgramsOfficeratKenyaAllianceofResidentAssociations

(KARA)

2017 -2020 :Founder/DirectoratConsumerDowntownAssociation(CDA)

2019-2020 :Business Development Manager, KNCCI-Nairobi County

2020 -2021 :Acting ChiefExecutiveOfficer,KNCCI-NairobiCounty

2021-2022 : Chief Executive Officer,KNC KNCCI Kajiado County

**PROFFESSIONALCOURSES**

* ICT&Entrepreneurship–Collegecertificate
* DiplomainLogistics&ProcurementManagement-CharteredInstituteofLogistics&Transport(CILT)-UK.
* BachelorofBusinessAdministration&Management-St.Paul’sUniversityNairobi.

# EDUCATIONALBACKGROUND

**2013 AUGUST TO 2018**:Bachelor of Business Administration & Management (BBAM) atSt.Paul’sUniversity,NairobiCampus.

**2010to2011 :**SuccessfullycompletedAdvancedDiplomainLogisticsandTransportManagementatCILT-UK.

**2008– 2009:**ProfessionalDiplomainLogistics&TransportManagement,CILT-UK.

**2008-2009:**DiplomainLogisticsandTransportManagementatCILT–UK.

**2004– 2007 :**St.William’sSecondarySchool(KenyaCertificateofSecondaryEducation).K.C.S.E.

**1994–2003**:OnyweraPrimarySchool,(KenyaCertificateofPrimaryEducation).K.C.P.E.

**Personality**

* Self–driven&universalmind-set.
* Resultsoriented
* Positiveoutlook
* Clearfocusonqualityandbusinessprofit
* Mature
* Reliable
* Tolerant
* Determined
* Empatheticcommunicator
* Creative,resourceful,dedicated,reliable,dependableandtrustworthy
* Wellpresented
* Sufficientlymobileandflexibletotravelanywhereintheworld
* Ateamplayer

# Summaryonareasofstrength.

* Exposedtomanyaspectsoforganization’smanagementandprojectsimplementation.
* Abletolead,clearlyarticulatevisionandtofocusachievableoutput.
* Abletousepersonaljudgmentandinitiativetodevelopeffectiveandconstructivesolutionstochallengesandobstaclesfacingorganization.
* Haveworkedin large,mediumandsmallcompanies.
* Myexperienceinlargeorganizationshasenabledmetotransfersuperiorknowledgeandpractices to the running of smaller enterprises. The latter have given me the opportunityto getting involved in all aspects of business- Finance, Sales and Marketing, ProgramsCoordination,Procurement, ProductionandHumanResource.
* Ihaveexperiencein conductingFeasibilitystudies.
* IhaveconductedcapacitybuildingtrainingonConsumerProtectionAct,2012andotherStakeholdersengagementsonvariousBillsatNairobiCountyandNationallevel.
* I have wider experience working with membership organizations and expandingonboardingand recruitment processes.

# WORKEXPERIENCE

**August2020to date:KNCCI-NairobiCounty**

# Title: ActingChiefExecutiveOfficerCoreResponsibilities;

* DaytoDaymanagementoftheKNCCI-NairobiCounty
* DevelopingStrategiesandframeworktoexpandmembershipandcompanyoperations.
* ResourceMobilizationandprojectsexecutionfortheorganization.
* RepresentingNairobiChamberindifferentstrategicmeetingsandforgingpartnershipwithvariousorganizationswherenecessary.

# November2019todate:KNCCI-NairobiCountyTitle:BusinessDevelopmentManager

**CoreResponsibilities:**

* + MaintenanceofKNCCINairobiCountyMembershipDataBase;
  + DevelopmentofMembershipRecruitmentandRetentionStrategy;
  + SuperviseMembershiprecruitmentstaff
  + Ensurerecruitmentandgrowthofmembership
  + ContinuedandsustainedLobbyingandAdvocacywithNationalandNairobiCityCountyGovernments to ensure laws, regulations, taxes and general licensing regime are businessfriendly.

# 2017 to Date; - Consumer Downtown Association (CDA)Title Founder/Director

**CoreResponsibilities;**

* + DaytoDaymanagementoftheAssociation
  + ConductingMarketsurveillanceandinvestigationonconsumerrightsviolations.
  + Organizationspokespersonandpublicrelation.
  + ResourceMobilizationandprojectsexecutionfortheassociation.
  + Representing the association in different strategic meetings and forging partnership withvariousorganizationswherenecessary.
  + Convenerofconsumerprotectionexecutivetrainings.
  + Theleadonresearchandevidence-basedadvocacyonconsumerprotectioninKenya.
  + PassionateaboutconsumerprotectionandwelfareofallKenyans.

# 2015to2017;-KenyaAllianceofResidentsAssociation(KARA).Title Program Officer

**CoreResponsibilities;**

* + Resource mobilization for the organization through development of proposals, conceptnotes,preparingreports,Identifyingstakeholdergroupstoparticipateinspecificforumsamongstothers.
  + ConductingResearchandFeasibilityStudiesonvariousaspectsinthediversemarkettoestablish wider perspective on project implementation, this informs methodology,conceptualframeworkandtargetgroupstorealizethedesiredoutcome.
  + RepresenttheOrganizationinstrategicmeetingsandspeakonbehalfoftheorganizationonvariousissuesasmaybeassignedbytheCEO.
  + Facilitating focused group discussions of understanding the concept of ResidentAssociationformationandstructuredengagementwithGovernmentamongstotherkeystakeholderstoaddressservicedelivery issueswithin theneighborhoods.
  + The convener of Kara Environment, Water & Sanitation Special Committee meeting toaddressrelatedissues and developing legislationsandpolicies aroundthesector;
  + FacilitatingLegislativeformationinpartnershipwithrelevantstakeholdersdrawnfromgovernment,privatesector, media, CivilSocietyandgeneralpublic.
  + Member of Alternative Dispute Resolution Committee; role is to handle complaints,developreportsonlogicallyconcludeoncasesandkeepdatabaseoncomplaintsresolved.

**January2014–2017 : Consumers Federation of Kenya (COFEK)** Is Kenya'sindependent,self-funded,multi-sectoral,non-politicalandapexnon-profitFederationcommittedto consumer protection, education, research, consultancy, litigation, anti-counterfeits campaignand business rating on consumerism and customer-care issues. Cofek works towards a fair, justand safe marketplace for all Kenyan and regional consumers. Cofek is a member of theGovernment-run KenyaConsumerProtectionAdvisoryCommittee(Kecopac).

# Title : ProgramsOfficer.

**CoreResponsibilities :** Responsibleforthedayto daymanagementoftheOrganization.

* + - Working with key partners closely, through information sharing, developingorganizationcalendar,workplanandactualizinginsightsasprovidedinthe5yearstrategicplan.
    - Mobilizingresourcestofundoperations,maximizeinvestmentandincreaseefficiency;
    - Day to day receiving consumer complaints on violation of consumer rights andmediatingtheparties,keepingcomplaintsrecordsanddevelopingreportsonthesame.
    - ConductingResearchandFeasibilityStudiesonvariousaspectsinthediversemarkettoestablish appropriateconsumerdemandsandsupplies.
    - Represent the Organization in strategic meetings and speak on behalf of theorganizationonvariousissuesasmaybeassignedbytheSecretaryGeneral.
    - Reviewingactivityreportsandotherperformancedatatomeasureproductivityand goal achievement and to determine areas that require cost reduction andprogram improvement.
    - LiaisewithkeystakeholderstoModerateproductsandservicesadviseon pricesandcreditterms,basedonforecastsofcustomersincompetitiveenvironment;
    - Understanding cliente requirements and communicating the feedback to relevantinhouseteamsforaction.
    - Create harmonious trading between consumers, service providers and marketregulators.
    - Facilitating focused group discussions of understanding Consumer rights as inKenyaConsumerProtectionAct,2012inpursuanttoKenyaConstitutionArticle46.
    - Convenesectorunits, experts’stakeholders’forumstoleverageonkeyideastowards formation of Consumer Guideline/policy document to informactualizationofConsumersProtectionAct,2012.

**May2013–2015:**KenyaAllianceofResidentAssociations(KARA).

**Title :AssistantProgramsOfficer,**Reporting totheCEOthroughProgramsDirector.

**OverallResponsibilities:**Toplan,coordinateandensureeffectiveandefficientsmoothrunningoforganizationactivities,projectsondailybasis.

# KeyTasks

* + - * TheconvenerofKaraEnvironment,Water&SanitationSpecialCommitteemeetingtoaddressrelatedissuesaroundthesector;
      * Recruitmemberstotheorganization;
      * PreparereportsonForumsconductedandminutesofmeetingheldandsharewiththeorganization.
      * RepresenttheOrganizationinstrategicmeetingsandspeakonbehalfofthe organization on various issues as may be assigned by the ProgramsDirectorortheCEO.
      * Member of Alternative Dispute Resolution Committee to settle disputedResidentAssociations,serviceprovidersor/and privatedevelopers.
      * Provide leadership to the organization’s units in investigating, planning,setting up and overseeing strategically effective and relevant systems inprojectrunning;purchasing,&facilitatingnecessarylogistics;
      * Orientation to clients & new staffs on organization’s role ,scope, overallobjectives, partnersandoverallexpectations;
      * Attend meetings to report on organization and contribute to companystrategyandpolicymakingasrequired;
      * Liaisewithotherfunctionaldepartmentalofficersforinformationsharing& coordination;
      * Responsiblefordocumentationandfilings.

# PROFESSIONALDEVELOPMENT

**January 2012:** Acquired skills on Dangers of GMO Foods-Training workshop offered byAfricaBiodiversityNetwork.

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

**August2012:**LifeSkillsTrainingunderKenyaYouthEmpowermentProgrammeSupportedby World Bank and Conducted by Kenya Private Sector Alliance (KEPSA) through LifeSkill Promoters, I acquired motivational skills, personal development skills, ProfessionalCodeofConductandworkethicse.tc.

**September2012:**TrainingonEntrepreneurshipandwritingBusinessplan,Proposalsandhow to run a business by Technoserve Organization. I acquired entrepreneurship skills,KnowledgeonproposalandBusinessplanwriting.

**October2012:**CivicEducation workshoponBillofRightsandLandPolicybyInternationalRepublican Institute. I acquired policy development skills, understood the Context ofConstitution and its applications to our daily lives. I later used the knowledge acquired tofacilitate civic awareness creation across 45 wards of Nairobi County throughDEGONSA/IRICiviceducationprogram.

**February 2013:** Participated in Developing of Nairobi County Youth Bunge SACCOconstitution,Bylawsandstructuralcontextdevelopment.IacquiredFinancialSkills,teamwork,general viewofSACCOformations.

**March2013:**ParticipatedinBusinessEntrepreneurshipwithKenyaYouthBusinessTrust.Iacquiredmorefinancialskills, proposalandBusinessPlanWriting.

**April 2013:** Pursued Certificate in ICT and Business Management support by Carolina forKibera.AcquiredComputerskillsin entrepreneurshipthrough ICT-GetItprogram.

**May 2013;** Led a pilot program on Civic education, facilitation on Bill of Rights,Devolution, Roleof CountyGovernmentsandElectoralprocess,CitizenParticipation,PublicFinance,andDemocracy amongothers.IdidtheprograminNairobiCountycovering45 wards, supported by International Republican Institute. The program entailed Communityworkshops; Radiotalk-showsandTVinterview

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 atGenevaasKenyaposition.IsatatNationalUN-HabitatCommitteeon behalfofKARA.

**January to November 2014**;Participated in the development of Consumer ProtectionRegulations, Development of Nairobi City County Integrated Master Plan, Development ofNairobi County Solid Waste Management Act,2015 and Development of Kenya ResidentsAssociationBill2014amongstothers.

**October 2014;** Facilitated a 3-day workshop to KUSCCO staffs on sensitization ofConsumer Protection Act, 2012 and its relevance to market demands covering creditagreements, Unfair Trade practices in the market, Consumer Rights, Consumer RemediesandRescindingscenarios.

**May 2015;** Participated in a three day workshop on the training for Effective Skills on PressRelease by Business Advocacy Fund supported by Danida.I acquired media relation skills.**May 2015 to date;** Through our partner organization, Juma & Associates Consultants,Ihave conducted six banking feasibility studies on culmination of new Fidelity CommercialBank branches in Kitale,Nakuru,Eldoret,Karen,Rwaraka and Thika townsthe reportsapprovedbytheWorldbank.

**March–December2015**;spearheadedthedevelopmentofNon-MotorizedTransportPolicyforNairobi.

**January2016:**DrivingSchool;ObtainedBCE DrivingLicense.

January2017;ConvenerofthecommitteespearheadingtheDevelopmentofNairobiCitySolidWasteManagement,Regulations.

AsthefounderandDirectorofConsumerDowntownAssociation;Ihaveorganizedandfacilitatedmanyhighprofiletrainingsonconsumerprotection.

ThroughConsumerDowntownAssociation;amprivilegedtositatKenyaBureauofStandardsTechnicalCommitteeonstandardsdevelopment**.**

* + **Interests;** ExecutingChallengingtasksatworkplace.
* Listeningtomusic.
* Listeningtomotivation/inspirationalmaterialsandspeakers.
* WatchingConsumerCourts

# Referees:

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