

# POLLINE KENDI

Project Management | Monitoring, Evaluation & Learning | Office Administration & Operations

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## PROFESSIONAL SUMMARY

Results-oriented development, administrative, and project management professional with extensive experience in programme leadership, office administration, monitoring, evaluation, accountability, research, and learning (MEARL). Proven track record in overseeing day-to-day office operations, coordinating multi-sectoral initiatives, managing budgets, and strengthening organizational systems. Adept at stakeholder engagement, document management, and transforming data into strategic decisions. Highly skilled in facilitating executive workflows, managing multi-location office logistics, and building capacity across youth, women, and community-focused development programmes.

## CORE COMPETENCIES

- **Office Administration & Operations:** Executive support, facilities management, procurement, logistics tracking, and vendor coordination.
- **MEARL:** Monitoring, evaluation, research, accountability, and learning frameworks.
- **Strategic & Operational Planning:** Work planning, budgeting, workflow optimization, and reporting.
- **Information & Records Management:** Advanced digital documentation, data collection, and evidence-based reporting.
- **Capacity Building:** Training delivery, facilitation, mentorship, and curriculum implementation.
- **Governance Support:** Board secretarial duties, stakeholder alignment, and partnership development.

**Digital Tools:** MS Office (Word, Excel, PowerPoint), Google Workspace, MS Project, ODK, and Kobo Collect.

## PROFESSIONAL EXPERIENCE

### Training Consultant

Jan 2026 – Mar 2026 | Bondo, Siaya County

*National Youth Opportunities Towards Advancement (NYOTA) Programme under SIYB Africa*

- Delivered socio-emotional skills development training to youth under the Government of Kenya and World Bank-funded NYOTA Programme, focusing on communication, teamwork, problem solving, work readiness, and professional conduct.
- Managed administrative records, session schedules, attendance trackers, and trainee performance data for compliance.
- Prepared trainees for on-the-job experience by strengthening workplace adaptability, career readiness, and professional behaviour.
- Supported trainer readiness through facilitation guidance and improved understanding of the curriculum for effective cascade delivery.

## **Chief Executive Officer / Chief Operations Administrator**

Jan 2023 – Dec 2025 | Thika, Nairobi & Meru

### *The Gracious Foundation*

- Provided comprehensive strategic, financial, and administrative leadership across three regional offices, ensuring high operational efficiency, robust accountability, and cross-office alignment.
- Directed day-to-day office administration, including managing procurement, onboarding, supervising administrative staff, and maintaining institutional databases and archives.
- Led the design and implementation of five core programmes covering women empowerment, youth empowerment, access to education, talent development, and income-generating initiatives.
- Managed annual work planning, operational budgets, reporting channels, and performance tracking systems to improve resource deployment.
- Served as Secretary to the Advisory Board, handling all administrative logistics, drafting agendas, minutes, and briefing papers, and facilitating official board governance communication.
- Mobilized partnerships and resources through proposal development and structured stakeholder engagement with community-based organizations, NGOs, and global actors.
- Planned and facilitated administrative, entrepreneurship, business development, and digital literacy training reaching more than 1,000 youth and women.

## **Enumerator**

Aug 2025 | Buuri, Meru County

### *Food for the Hungry (FH Kenya)*

- Conducted structured household surveys for the Mission Impact Index Survey utilizing Open Data Kit (ODK) tools.
- Maintained exact administrative data logs, verified field questionnaires for completeness, and submitted timely progress records.
- Captured community feedback to support future programme improvement and collaborated effectively with the survey team to meet tight timelines.

## **Field Agent**

Jan 2021 – Dec 2022 | Meru Region

### *Cereal Growers Association and SEEDCO*

- Collected and systematically uploaded farmer survey data using Kobo Collect and related digital database tools for the Fintrac SCI Project.
- Reviewed, cross-checked, and validated field data for administrative consistency, completeness, and accuracy.
- Engaged project beneficiaries and staff to assess uptake, identify implementation gaps, and highlight opportunities for scaling.
- Produced organized findings and administrative briefs for project management to inform operational adjustments.

## **Part-time Lecturer**

Jan 2017 – Aug 2019 | Meru County

### *The Cooperative University of Kenya*

- Taught undergraduate and diploma-level learners, coordinating course scheduling, academic assessments, and classroom administration.
- Prepared syllabi, comprehensive lecture files, assignments, and examinations while ensuring timely, organized academic record-keeping.
- Supervised student research and guided learners in topic selection, proposal development, and academic writing.

## Office Assistant / Cyber Cafe Operator

Jan 2016 – Dec 2016 | Makutano, Meru

*Hi-Tech Media Services Office*

- Managed full front-office and administrative support functions, including handling incoming/outgoing calls, corporate correspondence, emails, calendar scheduling, and professional document presentation.
- Assisted clients with complex government and private digital portals, establishing an efficient filing and digital record retrieval system for clients.
- Maintained office inventory, handled small petty cash accounts, and troubleshoot office hardware/devices to ensure continuous uptime.

## VOLUNTEER LEADERSHIP & COMMUNITY ENGAGEMENT

### Chairperson, Supervisory Board

2024 – Present

*MEARL HUB AFRIKA (MHA)*

- Provide strategic oversight and governance guidance to strengthen accountability, transparency, and results-oriented programming.
- Support administrative policy review, institutional learning, organizational strategy, and partnership development in the MEARL ecosystem.

### Program Leader, Kujia Courses Program

Sep 2025 – Present

*Kujia Kenya*

- Lead coordination, scheduling, and administrative logistics of a youth-focused learning programme connecting participants to digital skills and certification.
- Support partnerships that expand access to training, mentorship, and employability pathways in the digital economy.

### Project Manager & Business Development Services Trainer

2023 – Present

*Fathers and Mothers United (FMU)*

- Train women and youth in entrepreneurship, small business establishment, record keeping, and financial management.
- Support self-help groups with official registration administration, proposal development, and access to national funds (e.g., Women Enterprise Fund, Uwezo Fund).
- Coordinate project planning, implementation tracking, and timely generation of monthly, quarterly, and annual progress reports.

## EDUCATION

### Master of Project Planning and Management

2019 – 2023

University of Nairobi

### Bachelor of Arts in Political Science and Public Administration

2012 – 2016

Moi University – Second Class Upper Division

### Kenya Certificate of Secondary Education (B Plain)

2007 – 2010

St. Mary's Girls' High School

## CERTIFICATIONS & ADDITIONAL TRAINING

ILO Start and Improve Your Business (SIYB) Certification – SIYB Africa

**Child Safeguarding and Protection Certification** – Tangaza University College (Aug 2021)

**IELTS English Academic** – British Council – Band 6.5 (Oct 2025)

## **REFEREES**

*Excellent professional references are available and will be provided upon request.*