

Kennedy Kinyua Wanjohi

Senior Program & Partnerships Manager

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PROFESSIONAL SUMMARY

Program Manager with 8+ years of experience across FinTech, EdTech, and digital ecosystems, currently exploring Ethical AI and Tech Governance. Specializing in building and scaling operations, partnerships, and multi-stakeholder programs, driving innovation in educational technology and alternative learning pathways with a focus on inclusive digital solutions for underserved communities.

KEY PERFORMANCE INDICATORS

Joint Program Success Rate: 90%

SLA Compliance: 100%

Partner Retention Rate: 90%

Program Completion Rate: 85%

Average Time to Launch: 12 weeks

PROFESSIONAL EXPERIENCE

Skills Lab Partnership & Project Manager

Umuзи.org · Freelance

South Africa (Hybrid)

Apr 2025 - Present
(1 yr 7 mos)

- Program Design & Strategy
- Curriculum & Content Development Oversight
- Stakeholder & Partnership Management
- Program Operations, Reporting, Monitoring & Impact Evaluation

Partner Reporting • Cross-functional Team Leadership • Program Design & Strategy • Stakeholder Management

Partnership Project Manager - Global Projects

Umuзи.org · Freelance

South Africa (On-site)

Apr 2024 - Apr 2025
(1 yr)

Handpicked to champion SAP's global partnership expansion in the Philippines, Nigeria, South Africa, & Kenya, driving impact across diverse countries globally.

- Led and delivered education programs focused on systemic inequalities, resulting in a 60% increase in community engagement and 500 new participants in marginalized African countries.
- Oversaw annual program budgets exceeding \$500K with full P&L responsibility, achieving a 15% improvement in cost efficiency while maintaining 99% compliance rates across 20+ active partnerships.
- Instituted evaluation frameworks and market assessment processes to ensure 100% adherence to donor governance requirements, resulting in a 30% improvement in partnership outcomes.
- Operated in a fast-paced, resource-constrained environment requiring rapid pivoting and innovative solution development to meet evolving market demands and user needs.

Donor Engagement • Leadership • Partnership Management • Budget Management • A/B Testing • UX Design

Head of Alternative Learning Pathways

Umuзи.org · Freelance

South Africa (On-site)

Mar 2022 - Mar 2024
(2 yrs)

- Advocated for youth development priorities at regional education forums, securing policy support for alternative learning pathways serving marginalized communities.
- Influenced donor strategy development through evidence-based advocacy, securing \$500K+ in recurring partnerships supporting gender-inclusive programming.
- Pioneered comprehensive user journey mapping and requirement documentation, resulting in an 85% increase in program referrals through improved user experience.
- Steered product roadmap for gamified learning modules and interactive platforms, collaborating with engineering teams to deliver technical specifications.

Donor Engagement • Leadership • Product Strategy • User Journey Mapping • Grant Writing • Community Engagement

Product Manager

BBO Ltd · Freelance

Malta (Remote)

Oct 2020 - Mar 2022

(1 yr 10 mos)

- Managed a portfolio of enterprise clients, ensuring strong relationships, ongoing product adoption, and long-term satisfaction. This involved collaborating with community stakeholders to ensure the app met their needs and reflected their priorities, resulting in a 35% reduction in launch cycle time.
- Spearheaded customer onboarding for app launches, coordinating cross-team migration tasks (engineering, QA, and marketing) and providing hands-on training to 50+ client-facing representatives, resulting in a 95% adoption rate post-launch.
- Drove 95% app adoption within 6 months by orchestrating phased incentives, on-device education, and agency-assisted onboarding; reached 120k MAU and USD 14M monthly TPV.
- Resolved priority support tickets (login issues, feature misconfiguration) by collaborating with QA and support teams through Zendesk—maintaining a 4.9/5 CSAT rating and clearing 90% of tickets within the first 24 hours.

Customer Relationship Management (CRM) · Global Cross-Functional Team Leadership · Product Management · Backlog Management · Jira · Confluence

NOTABLE PROJECTS

SAP Educate To Employ

Umuizi.org · Program Lead

Oct 2023 - Present

Youth unemployment remains disproportionately high, especially among underserved communities. There was a need for structured programs that bridge the gap between education and employable skills in a...

- Successfully launched the pilot program, providing a structured educational-to-employment pathway for underserved youth.
- Strengthened public-private collaboration across multiple stakeholders.
- Created a replicable model that addresses skill gaps and reduces unemployment risk in the target demographic.

Youth Mobilization · Youth Recruitment · Youth Onboarding · Project Management · Partnership Management · Adult Education

Google For Africa: Grow with Google Professional Certificates

Umuizi.org · Program and Partnership Manager

Jul 2023 - Jul 2024

Across Africa, young professionals often lack access to high-quality digital skills training, limiting their career opportunities in the technology sector. There was a need to provide structured, scal...

- Successfully supported 2,000 young learners in accessing professional digital skills training.
- Improved participants' readiness for tech careers, contributing to career acceleration and employability.
- Strengthened Umuizi's African Coding Network (ACN) initiative and its reputation as a leading pan-African digital skills hub.

Grant Compliance · Grant Administration · Partner Reporting · Global Cross-Functional Team Leadership · Program Management

FinTech & Gaming Products: Quiqone, Xprizo, BetBeto & CWINZ

BBO Ltd · Product Manager

Oct 2020 - Mar 2022

Emerging FinTech and gaming markets in East Africa and Europe lacked integrated digital platforms for seamless payments and engaging, compliant gaming experiences. Lead the development and market laun...

- Successfully launched Quiqone, improving transaction efficiency and adoption.
- Deployed BetBeto and CWINZ in multiple markets, achieving strong engagement and revenue growth.
- Streamlined product development processes and enhanced cross-functional collaboration.

Agile Project Management · Go-to-Market Strategy · Market Analysis · Customer Relationship Management (CRM) · Product Management · FinTech Solutions

CORE COMPETENCIES

Program Management

Project Planning · Stakeholder Management · Resource Allocation · Risk Management

Partnership Development

Strategic Partnerships · Contract Negotiation · SLA Management · Vendor Relations

Product Management

Product Strategy · Agile Methodology · MVP Development · Go-to-Market

Technology

FinTech · EdTech · Digital Platforms · API Integration

Leadership

Cross-functional Teams · Mentoring · Change Management · Performance Management

EDUCATION

The Technical University of Kenya
Bachelor of Engineering, Electrical & Electronics Engineering, Power

Aug 2013 - Dec 2017

Samsung Engineering Academy
Technical Training Certificate, Consumer Electronics, HVAC Systems, IT
Grade: Distinction

Jan 2015 - Dec 2016

Technoserve
Certificate in Agribusiness, Agriculture, Agriculture Operations, and Related Sciences
Grade: Distinction

Jan 2012 - Dec 2013

Andela Learning Community
Google Africa Scholarship, Front End Course

Jan 2018 - Dec 2018

LICENSES & CERTIFICATIONS

Certificate of Completion: AI Fluency Framework & Foundations

Anthropic
Aug 2025

Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate

Oracle
May 2025

Oracle Cloud Infrastructure 2025 Certified Foundations Associate

Oracle
May 2025

International Youth Conference (IYC)

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Sep 2023

Product Led Growth Micro-Certification (PSC)™?

Product School
Sep 2023

Product Strategy Micro-Certification (PSC)™?

Product School
Sep 2023

EF SET Certificate

EF SET
Oct 2022

Scrum Fundamentals Certified (SFC)

Certiprof
May 2022