

ZIPPORAH WATIRI ALBIN

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PROFESSIONAL SUMMARY

Results-driven Project Manager (PMP) with 12+ years of experience delivering cross-functional projects across digital marketing, research consulting, and international partnership environments. Experienced in project planning, stakeholder management, risk management, KPI tracking, process improvement, and Agile and Waterfall methodologies. Successfully delivered 200+ client projects and currently leads a global city partnership initiative involving more than 100 cities. Microsoft Azure Fundamentals certified with strong expertise in digital collaboration, virtual project delivery, and stakeholder engagement. Seeking to leverage project management and operations expertise to contribute to a forward-thinking organization.

EDUCATION

- **Master of Project Planning and Management** | University of Nairobi | 2020
- **Bachelor of Economics and Statistics** | University of Nairobi

SKILLS

Project Management, Stakeholder Management, Partnership Management, Risk Management, Agile Methodology, Waterfall Methodology, Project Planning, Program Coordination, KPI Tracking, Performance Reporting, Process Improvement, Workflow Design, Budget Management, Requirements Analysis, Data Analysis, Digital Marketing, SEO Strategy, Research Management, Change Management, Project Governance.

EXPERIENCES

Project Manager – City Partnerships (Volunteer)

Live Peace | Remote | April 2026 – Present

Roles And Responsibilities:

- Spearheaded project planning and execution for the City Partnerships (Town Twinning) workstream, supporting collaboration across 100+ participating cities worldwide.
- Developed detailed project plans, milestones, KPIs, and delivery schedules to ensure timely execution and effective progress tracking.
- Established a comprehensive risk register to identify and mitigate partnership and operational risks, improving project governance.
- Coordinated virtually with city governments, cultural organisations, and internal stakeholders to align partnership activities and event delivery.
- Designed stakeholder mapping frameworks to prioritise strategic engagement with the city and strengthen outreach efforts.
- Prepared structured project status reports, progress updates, and supporting documentation for leadership decision-making.
- Created onboarding guidelines, communication workflows, and partner toolkits to streamline collaboration and improve the onboarding experience.

Career Sabbatical | Career Development & Relocation | Kenya / Switzerland | Apr 2023 – Mar 2026

Roles And Responsibilities:

- Dedicated the career transition period to earning the Project Management Professional (PMP) certification, completing Microsoft Certified: Azure Fundamentals (AZ-900) and multiple Project Management Institute (PMI) professional development courses in project success and generative AI, relocating to Switzerland, advancing German language proficiency to support professional integration, and actively pursuing project management opportunities within the Swiss and European job markets.

Digital Marketing Manager & Project Coordinator

Immaculate Homecare Services | Massachusetts, United States | Remote | Apr 2020 – Mar 2023

Roles And Responsibilities:

- Directed end-to-end digital projects, coordinating cross-functional teams to deliver campaigns that improved overall marketing performance by 28%.
- Developed KPI dashboards and reporting frameworks, enabling data-driven decisions that increased campaign efficiency by 19%.
- Optimized multi-channel marketing campaigns through performance analysis and continuous improvements, contributing to a 23% increase in return on investment.

- Coordinated virtually with content, design, and marketing teams to align project deliverables with business objectives.
- Led stakeholder discussions to gather requirements and ensure project outcomes met organisational goals.
- Improved operational workflows by implementing structured content calendars, tracking systems, and performance review processes.
- Managed WordPress updates, SEO initiatives, and performance reporting to strengthen website visibility and user engagement.

Research Project Consultant

Freelance | June 2014 – Mar 2020

Roles And Responsibilities:

- Delivered more than 200 client projects, including research reports, grant proposals, and feasibility studies, while maintaining quality, scope, and delivery timelines.
- Developed project proposals, budgets, Gantt charts, and milestone tracking systems to support effective project planning and execution.
- Conducted stakeholder consultations and requirements analysis to define project objectives and align deliverables with client expectations.
- Coordinated small project teams to ensure the timely completion of complex assignments and maintain high-quality outputs.

Business Development Executive Intern / Office Manager

Nitume Courier Services | Mar 2014 – May 2014

Roles And Responsibilities:

- Improved operational processes by supporting workflow optimisation and implementing feedback systems that enhanced service delivery.
- Assisted in developing the company's digital presence through website updates and social media initiatives.
- Contributed to cost-saving initiatives by strengthening dispatch coordination and delivery processes.
- Supported business planning by preparing documentation and maintaining effective internal communication.

Research Assistant Intern

Supreme Consultants | Sep 2012 – Mar 2013

Roles And Responsibilities:

- Supported research planning, data analysis, and documentation across multiple client projects, ensuring accurate, timely deliverables.
- Cleared a backlog of pending data analysis tasks, improving workflow efficiency and project turnaround times.
- Supervised interns during project activities, strengthening team coordination and task completion.
- Enhanced report quality by reviewing documentation and maintaining consistency across research outputs.
- Assisted senior consultants with data collection, project administration, and client documentation to support successful project delivery.

CERTIFICATIONS & TRAININGS

- **Talking to AI: Prompt Engineering for Project Managers** | Project Management Institute | Ongoing
- **German A1 & A2** | UdeMy | Chur, Graubünden, Switzerland | Ongoing
- **PMI Essentials: M.O.R.E. Maximizing Project Success** | Project Management Institute | Jun 2026
- **Microsoft Certified: Azure Fundamentals (AZ-900)** | Microsoft | Apr 2026
- **Practical Application of Generative AI for Project Managers** | Project Management Institute | Nov 2025
- **Generative AI Overview for Project Managers** | Project Management Institute (PMI) | Aug 2024
- **Microsoft Project Certification** | Technical Institute of America | Sep 2023
- **Project Management Professional (PMP)** | Project Management Institute | Aug 2023

TOOLS

Jira, Confluence, Asana, Microsoft Project, Microsoft 365, Google Workspace, WordPress, Mailchimp, Canva, Azure, Power BI, Trello, Monday.com, Slack, Microsoft Teams, Zoom.

LANGUAGES

- English - Fluent
- Swahili - Native
- German - Intermediate

REFEREES

Available upon request.