

## Contact

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(LinkedIn)

## Top Skills

Banking  
Management  
Risk Management

## Languages

English (Full Professional)

## Publications

Banks have the biggest banks to kick terrorism out of business

# Dennis O. Otieno, MBA, CMgr MCIM

PhD Student | Graduate Teaching Fellow | Associate Lecturer in HRM and Organization Behaviour | Trainer in EDI  
Preston, England, United Kingdom

## Summary

As a highly experienced Lecturer in Management, I have had the privilege of teaching over 1000 students to date in several universities including, Manchester Metropolitan University, Arden University and BPP University. I have taught across various levels of education, from Foundation Degree to Master's Degree levels in the UK. Additionally, I have marked assessments and supervised dissertations for Master's students, allowing me to gain a deep understanding of what it takes to achieve academic success in this field. My primary subjects have been, HRM and Organization Behaviour.

Starting in October 2023, I will be embarking on a new chapter as a PhD Researcher and Graduate Teaching Fellow at the University of Liverpool School of Management, where my research will focus on Equality, Diversity, Inclusion, and Justice. Specifically, I will be exploring the intersectionality of gender, race, and sexual orientation and how they contribute to microaggressions in the workplace. Through my research, I hope to promote social justice and create more inclusive environments for all individuals. This is a fully funded position.

I will also be involved in teaching at the university.

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## Experience

BPP University  
Associate Lecturer in Management  
February 2023 - Present (6 months)  
Manchester Area, United Kingdom

Delivering Lectures to Master of Science (Msc) in Management Classes.

Modules Taught: Leading Through Digital Disruption, Human Resource Management and Business Projects.

The Manchester Metropolitan University  
Associate Lecture in Business and Management  
February 2023 - April 2023 (3 months)  
Manchester Area, United Kingdom

As an Associate Lecturer in Business and Management at Manchester Metropolitan University, I deliver engaging lectures and seminars to Undergraduate students in Human Resource Management, Entrepreneurship, and Marketing.

I have successfully supervised over 8 Master's students' dissertations and marked assessments. Through my experience, I have honed my skills in delivering informative lectures, supervising dissertations, and marking assessments.

Arden University  
Associate Lecturer in Business and Management  
July 2022 - April 2023 (10 months)  
Manchester, England, United Kingdom

Lecturing in Academic Skills, Research Skills and English for Business

Stanbic Bank Kenya  
Head Service Support/Team Leader, Customer Service  
August 2017 - January 2021 (3 years 6 months)  
Nairobi

Led a team of officers and supervisors in delivering exceptional customer experiences and efficient operations. This involved developing and implementing strategies to ensure that customer needs were met in a timely and effective manner, while also maximizing operational efficiency and minimizing waste.

Implemented Lean Methodology to improve efficiency and reduce wastage, resulting in increased productivity and cost savings. Through this approach, I was able to identify and eliminate inefficiencies in our processes, resulting in significant cost savings for the bank.

Oversaw compliance with customer protection guidelines, ensuring that the bank maintained high standards of ethical conduct and customer satisfaction.

This involved developing and implementing policies and procedures to ensure that customer data was handled appropriately and that their rights were protected at all times.

Led projects to develop service charters and ensure strict adherence to Service Level Agreements and Turn-around times, resulting in increased customer satisfaction and loyalty. By setting clear expectations for service delivery and ensuring that these were consistently met, I was able to improve customer satisfaction and retention rates.

## University of Nairobi

Lecturer in Organization Behaviour and Human Resource Management  
January 2019 - December 2020 (2 years)

Nairobi County, Kenya

Delivering high quality teaching on Organization Behavior and Human Resource Management across the full range of the school's provision. These involved remote teaching, learning and assessment, via virtual learning platforms such as Microsoft Teams, as well as by face-to-face teaching.

Playing an active role in the marketing of the university, college, and the department through such activities as virtual open days.

Engage in core duties including preparation, marking, monitoring student progress, preparing reports, setting, and marking of examination papers, developing, and preparing learning materials.

Formed part of the curriculum improvement team, contributing to delivery, planning, development, and student support.

Participate in the assessment, revision, and improvement of existing curriculum with a view of ensuring consistent improvement of the quality of the HRM course.

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## Education

### University of Liverpool

PhD Student and Graduate Teaching Fellow, HRM and Organisational Behaviour · (2023 - October 2027)

### University of Central Lancashire

Master of Business Administration - MBA, Business Administration and Management · (2021 - 2022)

**Kenyatta University**

Bsc(Industrial Chemistry), Industrial Chemistry · (2008 - 2012)