

JOY OTIENO

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a Kisumu, 40700

[My website](#)

SKILLS

- **Communication-** Exceptional delivery in public speaking and effective communication
- **Computing skills-** competent using MICROSOFT OFFICE, G-suite and a certified Google digital content creator. I am a web developer too.
- **Flexibility and Adaptability-** my greatest strength is my ability to pick up and adapt to new systems quickly and effectively. This has enabled me enjoy my previous jobs and equally give high quality outcomes.
- **Problem solving skills-** I am highly proactive and apply an analytical and logical approach to problem solving. I bring creativity through trying to come up with new methods to apply to arising situations
- **Teamwork-** My previous jobs especially at Deloitte Consulting and Africa 118 demanded effective teamwork hence I took the initiative to learn how to cooperate and effectively communicate with all my fellow employees despite their different personalities.
- **Leadership-** I am highly skilled in building dynamic teams and further inspiring them to achieve ambitious results through cultivating a culture of belonging and appreciation

PROFESSIONAL SUMMARY

My 6+ years' work experience: 2 years' in risk and finance sector as well as 5+ years' in the Non-governmental and private ICT sector world involved mentorship and empowerment, collecting, analyzing data, mobilizing partners, resources and project management. I am, therefore, seeking to combine my academic achievements and the diverse working experience I have amassed over 6+ years to contribute to the success of any project I take on.

WORK HISTORY

AFRICAN LEADERSHIP GROUP - PROGRAM AND OPERATIONS SPECIALIST *Nairobi, Kenya • 04/2022 - 04/2025*

- Lead a team of 13 in delivering transformative learning and community experiences that accelerate young Africans' employment journeys.
- Within 6 months, we have trained over 40,000 virtual assistants that are now ready for the job market and we have launched the call for the third cohort that begins in Mid-August 2022.
- We achieved: 83% CSAT score, 76% Net Promoter Score and linked thousands to dignified work opportunities; evidence of creating impact on our mission to develop 3 million ethical and entrepreneurial leaders by 2030.

ETHICAL FASHION INITIATIVE-CONSULTANT PROGRAM COORDINATOR *Nairobi, Kenya • 04/2021 - 02/2022*

- Selected and managed service providers towards execution of the creatives' skilling and Project X talent competition, Kenyan edition.
- Drove awareness and mobilization of 1116 participants through audience targeting via social media within a month
- Ran skilling masterclasses for the models, musicians and designers in collaboration with Metta Nairobi and mentors

AFRICA 118 - GOOGLE DIGITAL SKILLS for AFRICA UGANDA PROGRAM LEAD *Kampala, Uganda • 01/2019 - 05/2021*

- Led a team of 30 trainers as well as several collaborating institutions in setting up the Ugandan office operations.
- Within eight months together with a team of 20 facilitators we trained and empowered 24,000 youths across Uganda through 3-hour digital skills learning clinics sponsored by Google showing how to leverage Google platforms.
- Forged concrete work partnerships with USSIA (Uganda Small Scale Industries' Association), UWEAL (Uganda Women Entrepreneurs' Association Limited) and UEPB (Uganda Export Promotion Board)
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.

EDUCATION

MASENO UNIVERSITY

Kenya • 12/2015

Associate of Science: Bachelor of Science in Actuarial Science

- In my final year project, I formulated a term-insurance policy to cover the university female students against unplanned pregnancies using the proper premium and benefit calculations based on the typical 4-year duration of the Kenyan 8-4-4 system.
- Member, TASSMU(The Actuarial Students' Society of Maseno University).
- Founder member, INUA DADA initiative which seeks to empower the girl child living around the marginalized community in Maseno, Kenya.

REFEREES

KAVI RAMBURN,

Team Lead,
Talent Readiness, ALG
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JOSEPH ORWA,

Africa 118 Program Manager,
Google Digital Skills for Africa,
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ASSUMPTA LISHENGA,

WESTERN KENYA REGIONAL PROJECT LEAD,
DIGITAL OPPORTUNITY TRUST,
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The Innovation Village - Digital Upskilling consultant

Kampala, Uganda • 11/2019 - 05/2020

- Led a team of 10 in the design of a youth-centered skilling and mentorship program with a bias for 70% female participation under the Young Africa Works initiative by MasterCard Foundation.
- Ran digital skills masterclasses that impacted over 2188 youths out of which over 1500 were women within 6 months. This helped them become more employable through closing their skills gap
- Linked a further 343 to work opportunities
- Planned and executed #CodeQueen, a women-only web development masterclass in collaboration with Educating the Children.
- Led organization's optimum operations saving \$9000 by using only \$8000 out of a possible quarter budget of \$17,000 to run activities.
- Applied for additional funding to the tune of \$20,000.

GIZ EnDEV And WORLD VISION - BUSINESS DEVELOPMENT CONSULTANT

Kisumu, Kenya • 04/2017 - 08/2017

- Met with current clients to assess needs and develop improvement plans.
- In April 2017, I trained rocket stove builders and solar lamps vendors in the Lake Victoria Cluster on behalf of G.I.Z on effective marketing and budgetary practices to help grow their businesses using the Business Model Canvas principle.
- Following the training, there was a considerable improvement in sales figures in the months of June and July.
- Following this successful engagement, the cluster management seconded me to World Vision Lambwe Valley for a similar training in August for their participants that build modern kisasa energy saving jikos.

PROGRAM FACILITATOR - DIGITAL OPPORTUNITY TRUST

Kisumu, Kenya • 01/2016 - 12/2016

- Forged lasting cooperation with youth empowerment stakeholders in rolling out socioeconomic skills empowerment program that would equip youths to set up successful lean startups.
- By combining digital literacy and socioeconomic empowerment training, I realized an over 50% success rate where participants setup thriving businesses through extensive coaching and mentorship sessions.

DELOITTE CONSULTING - ACTUARIAL ASSOCIATE

Nairobi, Kenya • 01/2015 - 08/2015

- I was part of the pioneer team that set up the operations of Kenya's Actuarial consulting arm.
- Working in the Actuarial and Insurance department exposed to intense pressure to which I adapted and consequently delivered quality and timely work
- Formulated economic capital models which involved extensive use of various data collection tools such as Excel, frameworks such as SOLVENCY II and programming languages such as VBA and writing macros.