

KEVIN ODONGO OTIENO

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PROFILE SUMMARY

Dynamic and results-driven **Full-Stack Developer** (transitioning from Learning & Development) with expertise in **HTML, CSS, JavaScript, Python, and SQL**, passionate about designing and optimizing **Learning Management Systems (LMS)**. Leveraging **6+ years in L&D**—including instructional design, digital learning, and LMS management (Canvas, Moodle, Google Classroom)—to build intuitive, user-centric web applications that enhance online education. Skilled in developing scalable full-stack solutions, integrating interactive training modules, and improving backend functionality for seamless learning experiences. Combines technical proficiency in **front-end design, database management, and server-side scripting** with a deep understanding of **adult learning principles** to create impactful, data-driven LMS platforms. Seeking to apply a unique blend of **training expertise and full-stack development skills** to innovate e-learning solutions.

Key Strengths & Achievements:

- **Instructional Content:** Experienced in developing and curating training materials and content including presentations, handouts, e-learning modules, and multimedia resources and delivering to ensure alignment with learning objectives in both in-person and virtual settings.
- **Strategic L&D Leadership:** Spearheaded training initiatives for over 20+ cohorts (900+ learners) in customer service and freelancing, improving employability and career progression.
- **Innovative Training Design:** Developed a Virtual Assistant training curriculum that increased learner engagement and knowledge retention.
- **Data-Driven Decision Making:** Monitored training performance using PowerBI, Salesforce, Gen-Recruit, TORSH, and Gen-Data, driving program efficiency and measurable success.
- **Industry Recognition:** Earned a Silver Certification (2023) and multiple awards for excellence in training facilitation, business development, and performance metrics.
- **Stakeholder & Business Partnerships:** Secured two employer partnerships to enhance job placements, contributing to organizational objectives.
- **Digital Learning Expertise:** Proficient in creating interactive learning content using H5P tools, Google Suite, Microsoft Office Suite, and various LMS platforms.
- **Operational Excellence:** Managed training centre assets and budgets, ensuring a seamless and conducive learning environment.

ACADEMIC BACKGROUND

Moi University | October 2014
Bachelor of Arts in Economics
Kanga High School | November 2008
Kenya Certificate of Secondary Education

PROFESSIONAL DEVELOPMENT

LinkedIn Learning Path | December 2021
Become a Learning and Development Professional
Corporate Staffing Services | November 2020
Training of Trainers (ToT Certificate)

WORK EXPERIENCE

THE DOOR CHRISTIAN FELLOWSHIP CHURCH & TEAM LEGACY | October 2024 - To date

Freelance Training Facilitator - Youth Project

Roles

- Designed and developed a comprehensive Virtual Assistant training curriculum and schedule, resulting in improved learner engagement and knowledge retention.
- Delivered interactive training sessions that equipped two cohorts with industry-relevant skills in calendar management, email and social media management, content marketing, and graphic design.
- Created and managed the Google Classroom shell, consistently updating learning resources and assignments to ensure a seamless and dynamic learning experience.
- Monitored learner progress through in-class participation and the Google Classroom LMS, providing personalized mentorship that contributed to increased competency and confidence.
- Assisted learners in refining their resumes and optimizing their LinkedIn profiles, enhancing their professional visibility and increasing their job placement opportunities.

GENERATION PROGRAMME KENYA, NAIROBI

Instructor & Country Canvas Contact

| March 2021 – To date

Roles

- Managed users and learning content on Canvas LMS, leveraging H5P tools to create interactive learning resources that enhanced engagement and knowledge retention.
- Delivered online and in-person training on technical, behavioral, and mindset skills, equipping learners with industry-relevant expertise in customer service and freelancing to enhance their employability.
- Provided coaching on resume and cover letter writing, interview preparation, and LinkedIn profile optimization, resulting in increased job placement rates.
- Monitored and updated organizational data systems, tracking learner registration, attendance, and training performance using Gen-Recruit, Salesforce, and TORSH to improve program efficiency.
- Led the mobilization, screening, mentorship, and job readiness of youths aged 19 to 35, successfully preparing them for employment opportunities managing to train over 20 cohorts of an average of 45 youths each.
- Maintained the safety and functionality of the training centre's assets while fostering strong relationships with key stakeholders, including local authorities, community mobilizers, global funder partners, and employer partners.

Selected Contributions and Achievements

- Revitalized training materials and schedules for Customer Service and Freelance programs, aligning them with contemporary market demands and improving program efficiency to meet industry standards.
- Successfully facilitated the Pilot AI Generalist program for the organization's Global Alumni community across seven countries, contributing to its successful implementation.
- Earned a Silver Certification in 2023 for dedication to professional development and delivering high-quality learning experiences to Generation Kenya learners.
- Received a Certificate of Recognition in September 2022 for securing two stable employer partners, increasing learner placement opportunities during a temporary reassignment to the Business Development department.
- Awarded a Certificate of Recognition in February 2022 for exceeding targets in class utilization, session delivery metrics, and fee collection, demonstrating a strong commitment to organizational values and performance excellence.

Assistant Instructor

| August 2019 – February 2021

Roles

- Curated and managed learning resources on Google Classroom LMS using Google Suite and Microsoft Office Suite, enhancing accessibility and learner engagement for the Financial Service Sales and Distributed Sales programs.
- Delivered both online and in-person training on technical, behavioral, and mindset skills, equipping learners with industry-relevant expertise and improving their employability.
- Provided coaching on resume and cover letter writing, interview preparation, and LinkedIn profile optimization, increasing job placement opportunities for participants.
- Tracked and updated learners' registration, attendance, and training performance using data-driven platforms like Gen-Recruit, Gen-Data, and iAspire, improving program efficiency and learner success rates.

- Led the mobilization, screening, mentorship, and job readiness of youths aged 20 to 35, successfully preparing them for interviews and employment placements managing to train five cohorts of an average of 35 youths each
- Ensured the safety and functionality of the training centre's assets, creating a conducive learning environment.
- Established and maintained strong relationships with key stakeholders, including local authorities, community mobilizers, global funder partners, and employer partners, fostering collaboration and support for program success.

KENTRAC COLLEGE

| February 2018 – July 2019

Tutor

Roles

- Reviewed curricular topics using pre-and post-tests, student interviews, observations, and teacher reflections, leading to an improvement in overall course effectiveness and student comprehension.
- Assisted students with assignments, test preparations, research papers, and other academic tasks, resulting in higher test scores and improved research skills.
- Developed and distributed comprehensive learning materials and study guides using Office suite applications, enhancing student engagement and retention of key concepts.
- Conducted practice tests and administered assessments, enabling data-driven instruction that improved student performance by identifying and addressing learning gaps.
- Built meaningful connections with students, providing constructive and positive feedback that boosted confidence and academic achievement.

ICEA LION LIFE ASSURANCE COMPANY LIMITED, NAIROBI | May 2016 – August 2018

Life Assurance Sales Agent

Roles

- Identified sales opportunities to expand the customer base by promoting insurance policies, resulting in a 20% increase in client acquisition within the first six months.
- Developed and implemented marketing strategies that differentiated the company from competitors, increasing market share and customer loyalty.
- Addressed clients' insurance-related questions and issues, building trust and maintaining a 95% client satisfaction rate through responsive and comprehensive support.
- Negotiated sales contracts to facilitate seamless insurance purchases, boosting overall client satisfaction and securing higher conversion rates.
- Provided after-sales support and maintained regular client contact, leading to a 30% increase in policy renewals and additional cross-selling opportunities.

THE MATER MISERICORDIA HOSPITAL, NAIROBI

| August 2015 – April 2016

Admissions and Registration Officer

Roles

- Verified and confirmed the identities of outpatients and to-be-admitted clients by checking identification, notifying the nursing unit of arrivals, and coordinating with volunteers, enhancing patient flow.
- Processed admissions by conducting thorough personal interviews, accurately entering demographic and insurance information, confirming pre-admission details, and obtaining legal consent, ensuring data accuracy.
- Pre-admitted patients efficiently by managing booking requests from physicians and accurately inputting information into the pre-admissions database, reducing administrative bottlenecks.
- Secured payments by screening insurance information for required pre-admission approvals from third-party payers, verifying approvals, and notifying the patient accounts, contributing to a streamlined billing process.

REFEREES

Phyllis Gatutha,
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