

CURRICULLUM VITAE



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Career Objective:

To work in your institution bringing in the skills acquired during the course of my learning and working in order to radically foster productivity in the lecture rooms. To participate the institutions creative projects that demand and reward quality work as well as provides opportunities for professional discovery.

Personal Attributes:

- Excellent communicator.
- Willing to learn and try new techniques/experiences.
- A self motivated individual with a passion for achieving results.
- Creative and Open-minded
- Honest and committed to the goals at hand
- Team Player and Pro-active

Education Qualifications

2016 To Date - Masinde Muliro University of Science and Technology
PHD in Conflict and Peace Studies

2011 – 2013 - United States International University
Masters Degree in International Relations
(Peace and Conflict Studies)

- International Organizations
- Foundations of International Relations
- Issues of Development and Conflict
- Project Management and Fund Raising
- Conflict Resolution

Sep 2007 - Emanex Computer College
Computer studies: in Microsoft Applications such as MS Word, MS Access, Excel, PowerPoint Presentations, and Internet research.

2003 – 2007 - Kenyatta University
Bachelor of Education (English and Literature)
Second Class Honors (Upper Division)

1998 – 2001 - A.I.C Nyayo Girls Secondary School
Kenya Certificate of Secondary Education (K.C.S.E)
B - Plain

Professional Experience

August 2017 to Date: Kenyatta University

Duties:

Lecturing, drafting and administering exams
Coordinating Departmental seminar presentations
Coordinating MSS digital programmes
Facilitating registration in the MSS programme

Training

The KUSOMA LSM training
Capacity Building Workshop on Collaboration with Industry and Government

School and Departmental Committees

School Linkages and Collaboration Committee
School Student Advisory Committee
School Research and Scholarships Committee
School Staff Development Committee
Departmental Website, Seminars, Conferences and Publications Committee
Departmental Research and Consultancy Committee
Departmental Post Graduate Committee

Research and Conferences attended

Tracer Study of the 2013, 2014 and 2015 KMA General Service Officers (GSOs) Graduates of the B.Sc. in Military and Security Studies.

International Conference on 20 Years since the Rome Statute of the International Criminal Court (ICC).

August 2012 Up to 2017: TNS RMS East Africa Research Company as a Quality Assurance Officer.

Duties and Responsibilities

In charge of Company Projects such as:

- Internet and Technology Adoption Survey Project in conjunction with RTI (Research Triangle International Institute).
- I was the lead person in Kenya briefing the teams in the field on how the project was to be undertaken.

- I was lead supervisor of the Quality Assurance team.
- I was in charge of checking the quality of data collected in the field.
- I ensured that the data collected was of quality standard.
- I was the key trainer of Uganda TNS RMS quality assurance supervisor and his team on the requirements of the Internet and technology adoption survey project at our office in Uganda.
- I updated the head office in Nairobi on the success of the project in Uganda and submitted a written report.

Assignments

I supervise the Quality Assurance CATI team who listen to and monitor live calls and recordings from the Call center to ensure quality work in the following Safaricom projects:

- Care desk
 - Call Tracker/Call Center
 - Retail
 - Consumer
 - Mystery shopper (National project covering all Safaricom Retail Shops)
 - Enterprise (National project covering Corporate and Small and Medium Size Enterprises)
- Delegated work on particular projects to team members.
 - I collected individual reports from the team members, compiled and presented the final report to the Quality Assurance manager for submission to a client.
 - I presented the final successful quality assured data to the Client Service.
 - Inducted new recruits ongoing Safaricom projects
 - Continuous training of existing team members on new projects
 - I assisted in screening of respondents for Focus Group Discussions (FGDs) and One on One interview (IDIs) to ensure the integrity of recruitment in qualitative research.

Other Projects Undertaken as a project Quality Assurance officer:

In the following projects, I monitored and ensured that the quality of data from the field through accompaniments, telephonic back checks and Physical spot checks for the qualitative and quantitative research was up to standard:

- Women-connect
- Nokia/Go smart (Consumer survey program of mobile phone users)

- Google Brand Geist
- Shave (Gillette)
- Opinion poll (Public opinion poll on presidential preferences)
- Gates women Segmentation study on reproductive health service (Melinda Gates).

Field Assignments:

I have been involved in the following as a Field officer:

- Conducting both PAPI (Paper) and CAPI (Computer) interviews
- Collecting, entry of data and synchronizing the data to ensure that information is captured and stored in the company data base/server.

May 2010 – April 2012: Guru Nanak High School (Nairobi)

Duties

- Teaching English and Literature (Form One to Form Four)

September 2007 – March 2010: Magnet High School (Ongata Rongai)

Duties

- Teaching English and Literature
- Assistant head of the Debate and Drama clubs
- Assistant coach of the Table tennis, Bad Minton and football teams.
- Class Teacher (Form Three)

Knowledge and Skills

- Lecturing
- Market and Social Research (Quantitative Research and Qualitative Research)
- Conducting both CAPI (Computer) and PAPI (Paper) interviews in the field
- Data collection and data entry
- Writing, Compiling and report presentations
- Computer skills (MS Word, MS Excel, MS Access, MS Power point)

Hobbies

- Reading novels, professional and Educational journals and Magazines
- Travelling
- Meeting new and interesting individuals
- Exercising and Swimming

- Watching movies and documentaries

REFERENCES

1. Dr. Fuchaka Waswa,
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