

## PROFILE – DR. EMMA ANN OTIENO



Dr. Emma Otieno currently serves as Regional Manager responsible for Central and Eastern regions of the Communications Authority of Kenya – the government regulatory agency responsible for ICTs & Postal development. Prior to assuming this post at the Authority in December 2023, she previously served in other capacities as; acting Deputy Director - Universal Service Fund (USF), Manager – Strategy Development & Fund Mobilization – USF, Manager - Corporate Planning and Assistant Manager - Organizational Development.

Before her joining Communications Authority, she worked with the national revenue agency - Kenya Revenue Authority (KRA), in the Human Resource function for a period of eight (8) years, since the year 2001.

Dr. Otieno is a member of the RIFEN (Reseau International des Femmes Expertes du Numerique) and RIFEN-Kenya's Country Coordinator. She serves as a Vice Rapporteur for Study Group One, under the International Telecommunications Union (ITU) Development Sector.

She has vast experience in the areas of digital development, digital transformation, digital inclusion, strategic management, project management, organizational performance, enterprise risk management, quality management systems and human capital management. She has been involved in the successfully delivery of pivotal projects in digital transformation and inclusivity, organizational performance, business modernization and quality management systems at the two national government agencies she has served.

Academically, she holds Doctor of Philosophy (PhD) degree, specializing in Strategic Management from the University of Nairobi. She also holds a Masters degree in Business Management (MBA) and a Bachelor of Arts (BA) degree in Communications from the same University. Professionally, she possesses a National Higher Diploma in Human Resource Management, PRINCE2 Project Management Practitioners Certificate, digital development and inclusivity certifications and is a certified Quality Management Systems Senior Auditor.

