

PROFILE – DR. EMMA ANN OTIENO



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

Before her joining Communications Authority in 2009, she had worked with the national revenue agency - Kenya Revenue Authority, for a period of eight (8) years.

Dr. Otieno has vast experience in the areas of Digital Development & Inclusion, Strategy, Mega Project Management, Organizational Performance, Enterprise Risk Management, Quality Management Systems, Change Management and Organizational Development. She has coordinated national research and the delivery of pivotal digital projects, under the Universal Service Fund, to support the national digital transformation agenda. Her contribution in the delivery of such digital development and inclusivity programmes, has seen millions of previously unconnected Kenyans, especially women, gain access to digital services.

Academically, she holds Doctor of Philosophy (PhD) degree, specializing in Strategic Management, a Masters degree in Business Administration (MBA) and a Bachelors degree in Communications from The University of Nairobi. Professionally, she possesses a National Higher Diploma in Human Resource Management, PRINCE2 Project Management Practitioners Certification and Change Management Certification. She has undertaken various digital development and inclusivity courses and is a certified Quality Management Systems Senior Auditor.

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

championing for digital inclusivity for youth and women and promoting female leaders in the digital technology space.