

DOREEN NANYAMA INYO
QUALITY ASSURANCE EXPERT

PERSONAL INFORMATION

Name: DOREEN NANYAMA INYO
Contact: P.O. Box 445-50200, BUNGOMA
Cell Phone: 0724 485 028/0786 115 090
E-mail: nanyamainyo@gmail.com
nanyama@uonbi.ac.ke

DOB: April 2, 1982
Gender: Female
County: Bungoma
Nationality: Kenyan

PERSONAL SUMMARY

A highly competent and capable quality assurance (QA) expert with considerable work experience in developing and deploying efficient quality control processes and procedures in higher education institutions.

AREAS OF EXPERTISE

Quality Control
Quality Assurance
Quality Enhancement

ACADEMIC QUALIFICATIONS

Period	Institution	Academic Programme
1. 2018 - ongoing	University of Nairobi	Doctor of Philosophy – Business Administration (Operations Management)
2. 2011-2013	University of Nairobi	Master's in Business Administration (Operations Management)
3. 2002-2006	Moi University	Bachelor of Tourism Management

PROFESSIONAL TRAINING

Period	Institution	Programme
6 Months	IATA Training & Development Institute	IATA/UFTAA Foundation & EBT Course

PROFESSIONAL SKILLS

Quality Audits
Standards and Guidelines
Quality Evaluation Tools

ADDITIONAL PROFESSIONAL TRAINING

Date	Training	Trainer	Venue
1. Sept 28 - Oct 17, 2020	IIOE Multilevel Training Series – Big Data General Level	International Institute of Online Education (IIOE)	Online
2. May 23-24, 2019	Enhancing Teaching & Learning Outcomes of Higher Education in Africa	Delight Professional Summit	Sarova Whitesands, Mombasa
3. Mar 22-24, 2019	Quality Assurance Good Practices	AAU	University of Nairobi
4. Mar 14, 2019	Becoming an Innovation Champion	University of Nairobi	University of Nairobi
5. Feb 20-22, 2019	Business Process Improvement	OMSK	Thayu, Nairobi

PERSONAL SKILLS

Teamwork Spirit
Result-Oriented
Noble Editor
Champion of Innovation

PUBLICATIONS

Inyo, D.N. (2019). Service Quality and Operational Performance of Tour Operators in Kenya. *African Journal of Business and Management*, 5(1), pp. 43-61

PROFESSIONAL MEMBERSHIP

1. Kenya Universities Quality Assurance Network (KUQAN)
2. Operations Management Society of Kenya (OMSK)

WORK EXPERIENCE

1. Jan 2017-to date – University of Nairobi
Position: Quality Assurance Officer, Programmes Delivery
Duties:
 - Develop and review QA policies, frameworks, and mechanisms
 - Conduct quality audits and provide useful feedback
 - Develop self-assessment tools to enhance quality culture
 - Audit programmes for compliance with regulatory requirements
 - Conduct value-analysis of programmes for sustainability
 - Assess the quality of students' assessments
 - Develop and review QA handbook
 - Update QA processes and procedures
 - Coordinate and facilitate sensitization trainings on QA mechanisms
 - Monitor and evaluate curriculum delivery for quality enhancement
 - Monitor and evaluate teaching and learning facilities for adequacy
2. Jun2012-Oct 2015 – KIPPRA
Position: Research Assistant
Duties:
 - Data collection and data analysis
 - Manage daily field activities
 - Support in the training of Field Data Enumerators
3. Oct2009-Jul2011
Position: Customer Service Representative
Duties:
 - Supervise and support sales team in carrying out daily operations
 - Tackle operational problems;
 - Attend business meetings and prepare reports for management
 - Profile and maintain database of company customer base
4. Jul2007-Sep2009 – Amboseli Inst. of Hosp. & Tech.
Position: Head of Department/Tutor
Duties:
 - Coordinate programme delivery and curriculum development/review
 - Instruct and teach relevant courses
 - Supervise student discipline and excellence

ACHIEVEMENTS

1. Developed QA Handbook
2. Developed Criteria for identification of flagship programmes
3. Participated in the deployment and implementation of curriculum reforms
4. Reviewed QA Policy
5. Audited 75% of university curricula in preparation for accreditation
6. Organized a series of sensitization workshops for academic units on QA mechanisms
7. Developed and deployed facility and programme quality audit tools
8. Conducted academic quality audits
9. Mentored new staff members

REFEREES

Available on request