

ODONGO SETH ODHIAMBO

CURRICULUM VITAE

PERSONAL INFORMATION



Gender: Male
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Brief Academics: **BA, MBA, PhD** (Doctor of Business Leadership)

Detailed Academic profile:

Currently: PhD studies in Business Leadership (**University of South Africa**)
1998-2000: Master of Business Administration– **University of Nairobi**
1990 – 1993: Bachelor of Arts (Second class (Hons) Upper Division)-**University of Nairobi**.
1988-1989: Kenya Certificate of Advance Education (A-level)-**4 principles pass**
1984-1987: Kenya Certificate of Education-(**Second Division**)

Career in brief:

2012-Currently- Lecturing at UON School of Business/ Business Management Consultant
2005-to 2012-Management, Business & Capacity Development Consultant
2002 to June 16th 2004: General Manager, **Palmland Pharmaceuticals Ltd**
2000-2002: Ass. Brand & Communication Manager, **Kenya Shell/BP Kenya Ltd**
1994-1997-Research Assistant for Project Coordination-**Pathfinder International/MYWOK**
1991-1994-Loans Administration Clerk with **Thabiti Finance Company** (while on vacation)

KEY COMPETENCIES:

- ❖ Leadership
- ❖ Management & strategic Planning
- ❖ Human Resources Management
- ❖ Training, Business Development and capacity building in various sectors of the economy
- ❖ Training needs analysis
- ❖ Project Management and coordination
- ❖ Market and social research
- ❖ Proposal writing

Personal attributes:

- Good interpersonal skills.
- Creative thinker and able to motivate others.
- Good writing and oral communication skills.
- High achiever.

PROFESSIONAL AFFILIATIONS

- 1) Full Member at Kenya Institute of Management (**KIM**)
- 2) Full Member at Marketing Society Of Kenya (**MSK**)

TEACHING EXPERIENCE

I have for the last 10 years taught the following courses at the University of Nairobi:

- 1) Strategic Management (MBA)
- 2) Marketing Research & Information Systems (MBA & B.Com)
- 3) Consumer Behaviour (MBA, Bcom)
- 4) Marketing Management (MBA)
- 5) Management Practice (MBA)
- 6) Organizational Behaviour (B.Com)
- 7) Organization Theory (B.Com)
- 8) Principles of Management (B.Com)
- 9) Introduction to Business (B.Com)
- 10) Principles of Marketing (B.Com)
- 11) Marketing Plans & Strategy (B.Com)
- 12) Sales Management (B.Com)
- 13) International Marketing (B.Com)
- 14) Industrial Marketing (B.Com)
- 15) Channels Management (B.Com)

POSITIONS / RESPONSIBILITIES HELD AT UNIVESITYOF NAIROBI

June 2014 to Feb 2016: Coordinator Industry linkage & Student placement for School of Business Mombasa Campus

Jan-April 2014-Exams Officer for School of Business Mombasa Campus

KEY RESPONSIBILITY

2016-The Returning Officer for the peaceful students elections in Mombasa Campus

2014- The Returning Officer for the peaceful students' elections in Mombasa Campus

2014-Coordinated SONU constitutional Review at Mombasa Campus

Frequently moderating /facilitating student discourses enhancing interfaith relationships

PUBLICATIONS IN PEER REVIEWED JOURNALS

- 1) Odongo S. and Awuor E. (2016). Transformational Leadership Style, Internal Marketing And The Competitiveness Of Public Universities In Kenya: Empirical Review. (Journal of Education & Practice, 2016)
- 2) Odongo S. and Awuor E. (2016). Transformational Leadership Style, Internal Marketing And The Competitiveness Of Public Universities In Kenya: A Conceptual Model. (Journal of Education & Practice, 2016)
- 3) The Effect Of Marketing Management Philosophies On Student Satisfaction In Public Universities And The Non-Evangelical Private Universities In Kenya. (University Of Nairobi, 2000.

CONFERENCE PAPERS

Odongo S. and Awuor E. (2015). Transformational Leadership Style, Internal Marketing And The Competitiveness Of Public Universities In Kenya: Empirical Review. (6th International Business and Management Conference, MUA, Nairobi 2016)

MBA PROJECTS SUPERVISED AT UNIVERSITY OF NAIROBI

- 1) Determinants Of Marketing Strategies Of Crop Insurance In Narok County, Kenya-By Benedict Saiyialel Ole Nkoyo (2015)
- 2) Green Marketing Practices And Organizational Performance Of Airlines In Kenya By Aida C Mnyolmo (Ongoing)

Undergraduates

- 1) The Extent of Awareness and Application of Marketing Mix by Small-Scale Entrepreneurs: The Case of Women Groups In Kwale. Seth Odongo & Chimvua Kombo
- 2) The Impact Of Directing On Human Resource Activities A Case Study Of Aga Khan Health Service, Kenya Community Health Department Seth Odongo & Agnes M. Makomere
- 3) The Effect Of Distribution Strategies On Sales Performance-Case Study Of Sunrise Tobacco Distributors In Coast Province. Seth Odongo, Amayo Akedde
- 4) Marketing Mix Strategies used by The University Of Nairobi Extra-Mural Centers- Seth Odongo, Ogoti Clive Nyakenyanya

PROFILE OF BUSINESS CONSULTANCY

Among the current organizations that Seth consults for include:

- 1) AMISOM office for Civil Affairs (AU)
- 2) Kenya Ports authority
- 3) Kenya Post Office Savings Bank
- 4) Coast Water Services Board

- 5) Mombasa Water & Sewerage Company
- 6) Town Council of Kilifi
- 7) County Council of Kwale
- 8) Town Council of Mariakani
- 9) Town Council of Malindi
- 10) Ministry of Finance, Department of Government Clearing & Forwarding.
- 11) Chartered Institute of Logistics-Kenya
- 12) Malindi Municipal Council
- 13) County Council of Kilifi
- 14) Ministry of Cooperative Development
- 15) Healthy Ways Supplies Ltd
- 16) Simcon Freight Limited
- 17) Buzeki Enterprises Transport Division
- 18) City Council of Mombasa

BUSINESS & CAPACITY DEVELOPMENT CONSULTANCIES:

Seth has through **Facecott Consultants Ltd** successfully undertaken the following assignments;

- 1) Customer service Management for NHIF through **DGMS Consultants February 2016**
- 2) Customer services Management-KPA- **April, May, September 2015**
- 3) Strategic planning Training for all Vice Chancellors of Public Universities through **KUCCPS**
- 4) Team Building Ministry of Transport, State Clearing Department-**June 2014**
- 5) Customer services Management-KPA- **June 2014**
- 6) Customer services Management-KPA- **June 2014**
- 7) Public relations Management-**Kenya School of monetary studies-Nov 2013**
- 8) Delegated legislation-Mombasa County Assembly –**March 2014**
- 9) Delegated legislation-Mombasa County Assembly –**November 2013**
- 10) Drug and Substance Abuse training for County Council of Kitui (**May 2012**)
- 11) Customer Quality Gap Model for Giefcon Ltd (**April 2011**)
- 12) Training for the development of anti-corruption policy & code of ethics for County Council of Kwale (**April-May 2011**)
- 13) Effective sales Management training for Molo Dairies ltd (**Feb 2011**)
- 14) Project Management Training for Kenya Ports authority 's Senior management staff (**October 2010**)
- 15) Project Management Training for Kenya Ports authority 's management staff (**May 2010**)
- 16) Project Management Training for Kenya Ports authority 's Middle level management staff (**February 2010**)
- 17) Project Management Training for Kenya Ports authority 's Engineers & Operations staff (**October 2009**)
- 18) Team Building Training for Mombasa Water & sewerage Services Company (**May-June 2009**)

- 19) Sales Management Training for Buzeki Group of Companies (**March 2009**)
- 20) Effective customer services training for Buzeki Group of companies (**November 2008**)
- 21) ISO 9001 Certification training for Malindi Municipal Council (**May-June 2008**)
- 22) Achieving effective management skills for performance for Senior officers from County Council of Kwale(**20th-23rd November 2007**)
- 23) Communication and motivation Skills: Training for Kaluworks Staff at Mariakani, jointly with Zenith Consultancy services (**April 2007**)
- 24) Effective revenue generation and customer services for Kwale county council employees. (**March 2007**)
- 25) Effective marketing for Clearing services: Training for Ministry Of Finance Department of Clearing and forwarding at Mombasa Beach Hotel (**February 2007**)
- 26) Quality customer services tips, training for Ministry of Cooperative Services at Royal Court Hotel, Mombasa (**February 2007**)
- 27) Total Quality management , training for middle level managers Kenya Ports Authority, (**Bandari College 2006**)
- 28) Time management, effective communication, and customer relationship building for Mombasa Municipal Security officers. (**2006**)
- 29) Training on managing customers and effective service delivery for Business Express Courier Division at Mombassa Beach Hotel. (**2005**)
- 30) Training for Inyonga Beekeepers Association members from Inyonga - Mpanda - Rukwa Region in Dar es Salaam for ADAP - Swiss NGO Tanzania (**May 2004.**)
- 31) Training for Trainers Course for Small Enterprise Development organized by Kenya Institute of Management.(**2003**)
- 32) Training on Effective Credit Management and Debt Collection for Kenya Broadcasting Corporation (KBC) staff jointly with HARIMA **Management Consultants. (2002)**
- 33) Training on Effective Selling Skills for Kenya Broadcasting Corporation (KBC) staff. (**2002.**)
- 34) Training on Effective Selling Skills and Debt Management for International Population Services (I.P.S) jointly with HARIMA **Management Consultants.. 2002**
- 35) **Training for Prisons officers, District Commissioners and District Officers at Kenya Institute of Administration on Consumer Behavior, Market promotional Strategies and communication. (1998 – 2000)**

RESEARCH CONSULTANCIES UNDERTAKEN:

Seth successfully undertook the following research assignments in the recent past among others:

- 1) **Employee Competence development analysis for County Council of Nyambene(June 2011)**
- 2) Training needs analysis survey for **County Council of Mbeere (May 2011)**
- 3) **Customer corruption perception of the county council of Kwale (March-April 2011)**
- 4) **Customer satisfaction survey for the county council of Kwale (March-April 2009)**
- 5) **Customer satisfaction survey for County Council of Kilifi (Nov-Dec 2008)**
- 6) Staff work environment Satisfaction survey for **County Council of Kilifi (Nov-Dec 2008)**
- 7) Staff Training needs analysis survey for **County Council of Kilifi (Nov-Dec 2008)**
- 8) **Staff Training needs analysis for Government Clearing Agency (July 2007)**
- 9) **Commercial survey undertaken for GCA to determine the market rates charged for clearing & forwarding services (October-November 2007)**
- 10) Staff Satisfaction survey for Coast Water Services Board (**September 2007**)

- 11) Client Satisfaction survey for Coast Water Services Board **(CWSB): (July 2007)**
- 12) Client Survey for Ministry of Finance Department of Government Clearing & Forwarding **(GCA) (June 2006)**
- 13) Survey to evaluate the pricing trends of the major lubricant products within the oil industry. **Kenya Shell Ltd/BP Kenya Ltd (2002)**
- 14) Crime and street families survey for Strategic Business Options Ltd/Nairobi Central Business District Association. **(2001)**
- 15) **qualitative and quantitative research for clients problem areas for Strategic Business Options Ltd (2000-2001)**
- 16) **Evaluation of the effectiveness of donor funded projects by Pathfinder International Africa Region Office for Evaluation. (1998-2000)**
- 17) Evaluation of the impact of Maendeleo Ya Wanawake funded projects Maendeleo Ya Wanawake organization in South Nyanza, Nairobi and Kakamega. **(1996)**

STRATEGIC PLANNING CONSULTANCIES:

Seth has also successfully undertaken the following Strategic Management Assignments jointly with Jacom Management Consultants and HARIMA management consultants respectively:

- 1) Strategic Planning for Mariakani Dairy Cooperative Society **(June 2008)**
- 2) Strategic planning for Ministry of finance' Government Clearing Agency in Mombasa **(November 2007-February 2008)**
- 3) Situational analysis for Government Clearing Agency leading to a three day stakeholders' and clients' seminar at Mombasa Beach Hotel. **(2007)**
- 4) Strategic Planning and performance management for all provincial and district cooperative officers for Coast and North Eastern provinces for **Ministry of Cooperative Development. (2006)**
- 5) Strategic Planning and performance management for local Government officers from Eastern Province. **(2006)**
- 6) The Marketing Plan for the University of Nairobi Alumni jointly with HARIMA Management Consultants **(2006).**
- 7) The Strategic Plan for the Kenya Sugar Board in **(2002)** jointly with HARIMA Management Consultants.
- 8) Reorganization and Management of Kenatco Taxis Limited jointly with HARIMA Management Consultants **(1998).**

REFEREES

1. Professor. Martin O Ogutu
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