

## CURRICULUM VITAE

---



### BIO DATA

**Name :** [Dr. JOSEPHINE MIYONGA KILIFI ]  
**Email Contact:** j.miyonga@pu.ac.ke/josephinemiyongakilifi@gmail.com  
**Gender:** FEMALE  
**Highest Academic Qualification** [PhD ]  
**Designation at Pwani University** ASSISTANT LECTURER

### Career Progression

|    |                                     |  |
|----|-------------------------------------|--|
| 1. | 2019                                | PhD Business Administration (Strategic Management Option) at JKUAT Mombasa CBD Campus. ]   |
| 2. | [DEPARTMENTAL EXAMINATION OFFICER ] |  |
| 3. | 2013 - 2014                         | Senior Lecturer<br>Head of Business Department (Business Studies & Marketing) at Mombasa Technical training Institute now Kenya Coast National Polytechnic |
|    | 2008-2013                           | Head of Department (Secretarial & Languages)   |
| 4. | 2010 -2012                          | Masters in Business Administration at Jomo Kenyatta University of Agriculture & Technology   |
| 5. | Jun21-Sept 2012                     | Survey of Best Practices on TESOL from University of Maryland, Baltimore County  |
| 6. | Jan 07-Jan 08                       | Deputy Registrar   |
| 7. | 2005-2006                           | Higher National Diploma in Secretarial Management in Mombasa Polytechnic college   |
| 8. | 1996-1997                           | Computer Applications - Ms-Dos, Ms-word, Excel, Publisher, PowerPoint  |
|    | 1988-1991                           | Diploma in Technical Education in Business Education at Kenya Technical Teachers College   |

## CURRICULUM VITAE

---

### Area (s) of Research Interest

|    |                         |
|----|-------------------------|
| 1. | [MARKETING ]            |
| 2. | [STRATEGIC MANAGEMENT ] |
| 3. | [DEVELOPMENT STUDIES ]  |

Supervisions of Post Graduate Research to completion: Masters 5, PhD 0

### Research/Projects

| Funding partners | Title/dates(from /to) | Value (currency) | Role |
|------------------|-----------------------|------------------|------|
| [ ]              | [ ]                   | [ ]              | [ ]  |
| [ ]              | [ ]                   | [ ]              | [ ]  |

### Publications (5) Recent

| Year           | Title   | Book, Journal title ,Vol. Pages  |
|----------------|---|--|
| 1. <u>2018</u> | Effects of Organization Culture on Customer Retention in Commercial Banks in Kenya  | Vol. 1, Issue 1 August, 2018 International Journal Of Academics & Research - Ijarke Issn: 2617-4138 Ijarke Business & Management Journal   |
| 2. <u>2018</u> | [Effect of Strategic Leadership On Customer Retention Commercial Banks In Kenya ]   | [Volume 5, Issue 1, 2018 of The Strategic Journals of Business & Change Management ]   |
| 3. <u>2018</u> | [Effect Of Corporate Governance On Customer Retention In Commercial Banks In Kenya ]  | [Elixir Strategic Mgmt. 116 (2018) 50204-50218 ]   |
| 4. <u>2018</u> | [Effect of All-Inclusive Packaging On Organizational Performance in Hotel Industry In North Coast   | [Volume 5, Issue 1, 2018 of The Strategic Journals of Business & Change Management   |
| 5. <u>2017</u> | Determinants of crime prevention in Mogadishu, Somalia  | Vol. 4, Issue. 2 (24), pp 410 - 424, May 16, 2017, www.strategicjournals.com, ©strategic Journals  |
| 6. <u>2017</u> | [ " The Role of Technology in Customer Satisfaction in Public Service Institutions: A Case of Mombasa Water Supply and Sanitation Company", ] | [International Journal of Science and Research (IJSR), <a href="https://www.ijsr.net/archive/v6i1/v6i1.php">https://www.ijsr.net/archive/v6i1/v6i1.php</a> , Volume 6 Issue 1, January 2017, 1402 - 1407, #ijsrnet ] |

### Collaborations/Partnerships/Outreach

## CURRICULUM VITAE

---

| Funding partners  | Title/dates(from /to)  | Role             |
|-------------------|--|------------------|
| [Danish Embassy ] | [Rescue of vulnerable children and sexually abused 2009-2010 ] | [Rescue center ] |
| [ ]               | [ ]  | [ ]              |
| [ ]               | [ ]  | [ ]              |

### Consultancies

| Collaborators | Nature of Assignment /Date/Location/Role                          |
|---------------|---|
| [Danida ]     | [Rescue of Vulnerable and sexually abused children in Mariakani ] |
| [ ]           | [ ]   |

### International Languages

| Language |            | Proficiency( <i>Poor, Average, Good, Excellent</i> ) |              |              |
|----------|------------|--|--------------|--------------|
|          |            | Speaking   | Reading      | Written      |
| 1.       | [FRENCH ]  | [AVERAGE ]   | [AVERAGE ]   | [AVERAGE ]   |
| 2.       | [ENGLISH ] | [EXCELLENT ]   | [EXCELLENT ] | [EXCELLENT ] |

### Technical Skills E.g. Curriculum Development, ICT, Project Management among others (max 5)

|    | Year(s)         | Skills   |
|----|-----------------|--|
| 1. | [ <u>2014</u> ] | [Item Writing for Kenya National Examination Council (KNEC ]   |
| 2. | [ <u>2012</u> ] | [Strategic plan for Mombasa Technical Training Institute MTTI now Kenya Coast National Polytechnic   |
| 3. | [ <u>2011</u> ] | Certificate in flexible teaching and learning skills organized by COL (commonwealth of virtual learning)                                     |
| 4. | [ <u>2009</u> ] | Attended workshop on policy making in HR, Financial and strategic planning for Non-profit making organizations organized by Danish Embassy ] |