Desmond Aloo Owiso

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WORK EXPERIENCE.

Health Strat Systems   **February 2024 — Current**

SYSTEMS QUALITY ASSURANCE ASSOCIATE

Systems Quality Assurance

- Test Planning & Execution: Designed, reviewed, and executed test plans, test cases, and test scripts for manual testing.
- Defect Management: Logged, tracked, and verified defects/issues using tools such as JIRA, Excel and You Tracker to ensure resolution.
- Regression & Functional Testing: Conducted functional, regression, integration, and system testing to validate new and existing system features.
- User Acceptance Testing (UAT): Coordinated UAT sessions, gathered feedback, and ensured the system met business and user requirements.
- Performed API testing using Postman to validate request and response functionality.
- Performance Testing: Assessing system performance under different load conditions using Jmeter.
- Security Testing Considerations: Ensured adherence to security best practices by identifying vulnerabilities in authentication access controls and role-based privilege set up.
- Ensure compliance with healthcare industry standards and regulatory requirements.
- Mobile Application testing on different Mobile Application Operating Systems.
- Documentation: Maintained detailed documentation of test cases, defects, test results, and User Manuals.
- Provided feedback on UI/UX and recommended feature improvements to enhance user experience.
- Product Ownership, User Account creation, system setup and workflow creations.
- Train end-users on system functionalities and support UAT processes by gathering feedback and refining requirements.

Key Achievements:

1. **Budget Monitoring Tool (BMT) for Center Of Disease Control CDC and IP:**
   - Conducted end-to-end testing, ensuring the system met CDC requirements.
   - Updated system documentation, including User Manuals, System Admin Manuals, and Test Cases Documents.
   - Identified defects, recommended solutions, and updated test cases to align with user needs.

2. **Navision ERP Implementation Testing:**
   - Conducted integration testing to ensure seamless data flow between Navision ERP modules and external systems.
   - Reviewed and executed vendor-provided test cases to validate system functionality, performance, and reliability.
   - Performed system compatibility testing to ensure the ERP system worked across different platforms and environments.
   - Tracked and reported system issues to internal teams and the vendor, ensuring timely resolution.
   - Conducted data migration testing to verify the accuracy and integrity of data transferred to the new ERP system.
   - Collaborated with end-users to gather additional requirements and recommended system enhancements

- Conducted UAT sessions with end-users, ensuring the system met business needs and user expectations.
- System configuration and setup including HR Workflow setup, User Account creation, role-based access control (RBAC), and security permissions.
- Provided training and support to end-users during the ERP rollout phase.

3. **Data Quality Assurance for NASCOP:**
   - Collaborated with NASCOP to plan and execute Electronic Data Quality Assessment (EDQA) activities across multiple health facilities.
   - Participated in desk review meetings to assess indicators and questions used for data collection, ensuring alignment with the application and system.
   - Reviewed the existing system and gathered feedback in the form of requirements to identify areas for updates and improvements.
   - Review existing systems and application for data accuracy, completeness, consistency, and timeliness, identifying gaps and recommending corrective updates.
   - Provided technical support and training to System and mobile Application users on EDQA best practices, data management, and system usage.
   - Review and update System documentation including User manuals and System Guide.
   - System configuration and setup in updating indicators for data collection and reporting accuracy.

Kenya National Highways Authority   **March 2023 — February 2024**

INFORMATION TECHNOLOGY INTERN

Provide day-to-day end-user support on general computer applications and IT systems in the Country and Field Offices System Administration.

Provide support to the deployed IT innovation and implement immediate resolution to software problems.

Maintained and logged IT issues using the in-house IT incident reporting system of daily support requests, the issues raised, and remedial action taken.

Keeping an up-to-date inventory of ICT equipment and keeping track of movements of ICT equipment.

Identify, recommend, and work with vendors on significant repairs to ICT systems and hardware.

Installation of software and repair of computer hardware and printers.

Conduct User training on the use of ERP and other IT systems.

Onboarding and offboarding on new and leaving employees.

Regular performance maintenance on individual machines and other computing devices.

Save The Children International   **June 2022 — Oct 2022**

FINANCIAL MANAGEMENT SYSTEM DEVELOPER (UNIT4 AGRESSO) INTERN

Working closely with country, regional and centre-based finance teams to provide reporting and analytical information to assist in running an efficient and effective global finance function by querying the Database using SQL.

Responsible for being part of the 2nd and 3rd line support queue from Jira ticketing system to help support Analysts to resolve a problem that requires source code analysis or advanced business knowledge.

Working with the FMS Technical Architect and other FMS (ERP) Developers in different locations to provide reliable, scalable performances of the Agresso system to all regional and international staff.

Proactively check all support ticket system queues and participate fairly within the global shared support model when restored to be part of the 2nd and 3rd line support team.

Ensure all support tickets are responded to within the appropriate SLA from the Jira Ticketing system.

UAT testing on system changes made to the system.

Agile Team Member: Participated in agile activities like daily scrum, backlog grooming, and sprint reviews and assisted in documentation.

SKILLS

- System Testing - End-to-end Testing, Manual Testing, Regression Testing and Usability Testing, and User Acceptance Testing (UAT).
- Technical documentation preparation including User manual, data dictionary.
- Manual Testing: Execute test scripts and report defects in systems.
- User Experience Improvement (UI and UX) and System Review.
- Wireframe and feature design using Canva.
- Agile Methodology and Testing: Work with teams and stakeholders to ensure system quality.
- Test documentation preparation, Test case creating and Test planning.
- Requirement gathering and expectation documentation.
- Product Quality Assurance: Ensure high-quality products through thorough testing.
- Bug and issue tracking, using GIRA, Excel and YouTrack
- TestRail – Test case creation, execution, test suite management, defect tracking, and reporting.
- Test Automations using Selenuim
- API Testing using postman
- JMeter Performance Testing
- Database – SQL Server 2019, MySql, SSMS
- Programming Languages – Python, SQL
- Web Programming: JavaScript, HTML5, CSS3, Bootstrap and Laravel.
- ERP Systems – Agresso Financial Management System (by Unit 4) and Microsoft Dynamics 365 Business Central.
- Source Code Management using Git.
- Data collection, presentation, and analysis using Power BI software.
- Health Informatics & Data Quality: Ensuring reliable, accurate, and timely healthcare data through advanced informatics and quality control.
- Stakeholder Engagement: Coordinating multi-level communication and alignment in EDQA initiatives.

QUALIFICATIONS

Agile Project Management (https://www.coursera.org/account/accomplishments/verify/9XD2CZXVK5B5)

AWS Certificate of completion from Udemy (link-ude.my/UC-c2780686-f21c-42e7-bcc4-53984ab73236)

EDUCATION

BACHELOR'S DEGREE IN INFORMATION TECHNOLOGY — Sep 2017 — Dec 2021.

Kirinyaga University, Kirinyaga

Successfully completed my undergraduate studies, graduated on 3rd December with second-class honors Upper division.

I have completed my school project, which was an outstanding achievement enabling me to know and practice software development skills.

HIGH SCHOOL CERTIFICATE — Jan 2013 — Dec 2016

Mother Of Apostles Seminary, Eldoret - High School

Successfully completed High school and graduated with a B plain grade. I participated in various groups and sporting activities that enabled me to grow more in the discipline.