# ANN KABERA

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*IT Support & Systems Specialist*

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## Profile Summary

Results-driven Technical Support and QA Specialist with expertise in system support, customer service, and process optimization. Skilled in troubleshooting, ERP systems, software configuration, Quality Assurance (QA) processes, and User Acceptance Testing (UAT). Strong leadership experience in team coordination and user training, with a proven ability to improve system performance, validate system functionality, and streamline operations. Passionate about technology-driven solutions, with a track record of mentoring teams, leading projects, and implementing innovative systems that enhance efficiency, quality, and business performance.

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## Core Competencies and Skills

IT Support & Troubleshooting | User Acceptance Testing (UAT) | System Optimization | Leadership & Team Training | Process Automation | Customer Support Excellence | ERP & CRM Systems | Data Management & Analysis | Digital Transformation | Hardware & Software Configuration | Quality Assurance (QA) Processes

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## Professional Experience

IT Support Officer | Healthcare Information Systems (Oct 2024 - Present)

- Provided Level 1–2 technical support for hospital information systems and enterprise applications, ensuring high system availability and continuity of care.
- Supported and administered ERP, HMIS, and LIMS (LabWare), including system configuration, access control, and security support.
- Executed functional, performance, and user acceptance testing (UAT), developing test plans and test cases to ensure systems met business and quality requirements.
- Supported system implementations and HMIS rollouts across multiple clinics, providing testing, go-live, and post-implementation support.
- Delivered end-user training, system documentation, and ongoing technical support, improving system adoption and reducing recurring incidents.

Oct 2024 – Sep 2025: **Freelance, Professional Development and Job Search**

- I freelanced to hone my skills. Worked with different platforms such as US and UK Prolific accounts in survey research and partially at Upwork as a virtual assistant.
- I also used this time to explore my career options and focus on updating my professional skills.

**Technical Support** | Nairobi City County Government (Jan 2024 – Sep 2024)

- Led hands-on training for 15+ new billers, accelerating onboarding timelines and reducing common user errors.
- Resolved 87% of user-reported issues at first contact, significantly reducing ticket backlog and improving SLA performance.
- Communicated QA processes, system functionality, and business applications to technical and non-technical users through structured training, clear documentation, and direct user support.
- Developed and maintained a centralized knowledge base, reducing repeat technical inquiries by 25% and improving self-service resolution.
- Streamlined incident and issue resolution processes through effective troubleshooting and root cause analysis, reducing customer wait times by 50%.
- Enhanced land rates payment reconciliation, cutting errors by 80% and improving financial accuracy.

**System Support Intern** | Nairobi City County Government (Jan 2023 – Jun 2023)
- Improved NairobiPay UI/UX, increasing completed transactions by 30% and reducing payment errors by 25%.
- Automated land rates billing and reconciliation processes, eliminating 80% of manual paperwork and significantly reducing processing time.
- Coordinated and delivered IT training for 36 employees across five revenue streams, improving productivity and reducing escalated technical issues by 120 cases per quarter.
- Developed system documentation, delivered end-user training, and provided ongoing technical support while supporting continuous improvement initiatives and Quality Management System (QMS) compliance.
- Implemented a standardized documentation framework, saving approximately 44 hours of backend operational work per month.

**System Support Intern** | Kenya Revenue Authority (KRA) (Jan 2022 – Dec 2022)
- Spearheaded system improvements that cut down customer support wait times by 1.5 hours daily.
- Developed detailed procedural manuals for NairobiPay's land rates and health services, improving system usability and efficiency, resulting in 540 fewer technical errors reported annually.
- Conducted training for 43+ employees, ensuring smooth NairobiPay integration and reducing onboarding issues by 47%.
- Enhanced data accuracy in NairobiPay's ticketing system, minimizing billing discrepancies and improving system reliability.

**Revenue Officer Attaché** | Kenya Revenue Authority (KRA) (Sep 2021 – Nov 2021)
- Facilitated tax payments and payment plans, increasing revenue collection by 10%.
- Assisted over 20 taxpayers and stakeholders, improving client engagement and service delivery.
- Provided alternative tax debt resolution options, resulting in a 15% revenue boost.
- Guided taxpayers in completing and filing documentation, ensuring compliance and accuracy.

**Tech Support Attaché** | Postal Corporation of Kenya (June 2021 – August 2021)
- Reduced customer complaints by 75% through improved technical training and troubleshooting guidance.
- Gathered, documented, and validated user requirements and technical specifications to ensure application functionality aligned with business and stakeholder needs.
- Developed a user-friendly troubleshooting guide, improving issue resolution efficiency by 30%.
- Configured hardware and software setups, increasing system performance by 25% and reducing downtime.

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**Education**

Bachelor's in Computer Science | Kabarak University (Sep 2017 – Dec 2021)

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**Technical Proficiencies**

**Programming & Development:** HTML, CSS, JavaScript, Python, .Net (C#), MySQL, SQL

**Systems & Tools:** ERP, CRM, AWS, Microsoft Office, SPSS

**Technical Support:** System troubleshooting, user training, documentation, software/hardware configuration

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**Leadership & Community Engagement**

**Team Lead, Land Rates Interns** – Nairobi City County Government (2023)

**Project Lead, Arduino-Based Innovation (Kabarak University)** – Led documentation and implementation

**Treasurer, AIPCA Church Youth (2017–2019)** – Managed funds and increased donations by 30%

**Enumerator, 2019 Census** – Conducted data collection with 100% accuracy compliance

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**References**

Upon request.