

# BENJAMIN .M. KYALO

537-00242, Kitengela • 0759-836-323 • benjie.kyalo@gmail.com

## SUMMARY

Proven ICT professional with a strong track record of implementing and managing innovative digital solutions. Led the successful deployment of the AfyaKE system at Kitengela Sub County Hospital, improving operational efficiency and enabling its adoption across Kenya. Skilled in system integration, technical support, and collaboration with cross-functional teams to deliver impactful technology solutions aligned with organizational goals.

## WORK EXPERIENCE

<b>Kitengela Sub-County Hospital</b>	<b>Feb 2023 – To Date</b>
<ul style="list-style-type: none"><li>• Led the deployment and management of the AfyaKE digital health system, enhancing healthcare delivery and streamlining hospital operations.</li><li>• Provided technical support for hardware, software, and network systems, ensuring smooth system functionality and user satisfaction.</li><li>• Conducted training sessions for staff on the use of various computer applications and the new system, fostering increased adoption and efficiency.</li><li>• Collaborated with stakeholders to optimize ICT solutions that support hospital workflows and improve patient care.</li></ul>	
<b>Fulltime Solar Solutions</b>	<b>Sep 2020 - Dec 2023</b>
<ul style="list-style-type: none"><li>• Maintained knowledge of company policies and regulatory requirements, ensuring compliance and smooth IT operations.</li><li>• Created detailed reports on sales trends that guided adjustments to marketing strategies for improved business outcomes.</li><li>• Leveraged problem-solving skills to swiftly resolve customer service issues, ensuring high levels of client satisfaction.</li><li>• Assisted in the development and implementation of IT solutions that enhanced business efficiency and streamlined operations.</li></ul>	

## EDUCATION

<b>Professional Foundations</b> ALX Africa	<b>Jan 2025 - Present</b>
<b>Diploma in Information Communication Technology</b> Kasarani Technical and Vocational College <ul style="list-style-type: none"><li>• Specialization in ICT</li></ul>	<b>Sep 2019 - July 2022</b>
<b>Kenya Certificate of Secondary Education</b> Mulooni Secondary School	<b>Feb 2015 - Dec 2018</b>

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## KEY SKILLS

- **ICT Support:** Providing technical support for hardware, software, and network systems.
- **System Deployment:** Leading the deployment and management of digital health solutions.
- **User Training:** Conducting training sessions to enhance user proficiency and adoption of systems.

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## ACHIEVEMENTS

Successfully led the deployment and support of the AfyaKE digital health system at Kitengela Sub-County Hospital, improving healthcare delivery and streamlining hospital operations, which contributed to its adoption in multiple regions across Kenya.

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## REFEREES

- **Dr. Veronica Abuto**  
MEDICAL SUPERINTENDENT  
KAJIADO SUB-COUNTY HOSPITAL  
TEL: 0721-527891

- **Mr. Benjamin Nguthu Mululu**  
DIRECTOR  
FULLTIME SOLAR SOLUTIONS  
TEL: 0722-838668

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