

GLORIA MUEMA

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Professional Summary

Skilled and versatile IT Support Specialist with 3+ years of hands-on experience in the setup, configuration, optimization, and security of IT systems across corporate, health, and project-based environments. Adept at supporting ERP systems such as Microsoft Dynamics 365 Business Central, managing user accounts, and enforcing cybersecurity best practices. Proven expertise in remote desktop support, VPN configuration, and the use of remote administration tools to ensure system availability and user satisfaction.

Experienced in troubleshooting hardware/software issues, supporting system upgrades and customizations, and ensuring high-quality data through cleaning, transformation, and analysis. Strong programming foundation with knowledge in AI, data structures, and cloud computing. Demonstrated success working on USAID-funded health informatics projects, providing training, capacity building, and stakeholder support to improve digital health systems and data reporting.

Familiar with ITIL and IT service management principles, with a strong ability to multitask, prioritize, and contribute to efficient IT operations. Passionate about leveraging technology to improve service delivery, optimize workflows, and support data-driven decision-making.

Areas of Expertise

Project Management | System Development | Data Analysis | System Setup & Configuration | User Support & Training | Performance Optimization | System Maintenance & Upgrade | Data Security & Compliance | Documentation | Reporting | System Backup/Integration | Technical Support | Inventory Management | Cloud Computing | Troubleshooting | Remote Desktop Support | IT service Management (ITIL) | VPN Configuration | Remote Administration Tools | Problem Solving | Remote Support and on-site support | ERP Support | Problem-solving | HTML | JavaScript | Linux | Windows | Mac OS | MYSQL | SQL | Tableau | Power BI | R – Programming | Python | MS Suite | Advanced Excel

Academic Qualifications

Masters of Computer Science | Masinde Muliro University of Science and Technology | Ongoing

Bachelor of Science in Computer Science | Masinde Muliro University of Science and Technology | 2022

Kenya Certificate of Secondary Education | Masinga Girl's High School | 2017

Certificate in Computer Systems & Operations | Germany Institute of Professional Studies | 2016

Work Experience

USAID Digi Health Project 01/11/2024 – 31/01/2025 - IT Support Engineer

Overall, Purpose: Responsible for providing critical support in the implementation, maintenance, and troubleshooting of Health Information Systems (HIS) under USAID-funded projects. This role involves hands-on

technical assistance for systems such as KenyaEMR, KenyaEMR Plus, KenyaEMR 3.x, ECHIS, Digital, and CPIMS, ensuring their smooth operation in health facilities.

Project Management

- Monitors EMR-related projects such as system migrations, expansions, or new implementations.
- Collaborates with other IT and healthcare professionals to ensure successful project outcomes.

System Setup & Configuration

- Installs KenyaEMR 3.x, KenyaEMRPlus and Child Protection Information Management System (CPIMS) software and configures it according to organizational needs.
- Sets up user accounts, roles, and permissions within the system.
- Configures system settings such as data entry forms, templates, and workflows.

User Support & Training

- Provides technical support to users (healthcare professionals, administrators) in accessing and using KenyaEMR, KenyaEMR 3.x, KenyaEMRPlus, Digital and CPIMS systems.
- Conducts training sessions for new users on how to navigate the system, enter data, and generate reports.

Performance Optimization

- Monitors system performance and identifies areas for improvement in speed, reliability, and user experience.
- Optimizes database queries and system configurations to enhance overall performance. **System**

Maintenance & Upgrade

- Performs routine maintenance tasks such as database backups, performance monitoring, and troubleshooting system errors.
- Plans and implements system upgrades and updates to ensure the KenyaEMR Systems remains current with new features and security patches.
- Manages upgrades to the CPIMS software and performs regular maintenance to keep it up-to-date and functioning optimally.

Data Security & Compliance

- Implements and enforces security measures to protect patient data and ensures compliance with data protection regulations.
- Conducts regular audits of user access and system logs to monitor for unauthorized activities.

Documentation

- Maintains documentation of system configurations, procedures, and user guides.

Reporting

- Generates and analyses reports from KenyaEMR 3.x data to support clinical decision-making, resource allocation, and quality improvement initiatives.
- Helps in designing and generating reports from the CPIMS data, ensuring that relevant stakeholders have access to accurate and timely information.

USAID Health IT Project
01/02/2024 – 31/10/2024 - IT Support Engineer Assistant

Overall, Purpose: Responsible for providing critical support in the implementation, maintenance, and troubleshooting of Health Information Systems (HIS) under USAID-funded projects. This role involves hands-on technical assistance for systems such as KenyaEMR, KenyaEMR Plus, KenyaEMR 3.x, ECHIS, DigiMall, and CPIMS, ensuring their smooth operation in health facilities.

Project Management

- Monitors EMR-related projects such as system migrations, expansions, or new implementations.

- Collaborates with other IT and healthcare professionals to ensure successful project outcomes. **System Setup & Configuration**
- Installs KenyaEMR 3.x, KenyaEMRPlus and Child Protection Information Management System (CPIMS) software and configures it according to organizational needs.
- Sets up user accounts, roles, and permissions within the system.
- Configures system settings such as data entry forms, templates, and workflows. **User Support & Training**
- Provides technical support to users (healthcare professionals, administrators) in accessing and using KenyaEMR 3.x, KenyaEMRPlus, Digital and CPIMS systems.
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Overall, Purpose: Responsible for empowering young girls with the skills, knowledge, and confidence to create technological solutions.

- Provided technical guidance to teams of teenage girls helping them understand and apply coding principles, mobile app development, and problem-solving techniques.
- Led in-class or laboratory activities to deepen student understanding of concepts.
- Facilitated workshops and training sessions based on the Technovation curriculum, ensuring that the students gained hands-on experience with tools like MIT App Inventor and other programming languages.
- Assisted the students in conceptualizing, designing, and developing their projects from idea generation to final presentation, ensuring adherence to project guidelines.
- Motivated students to think creatively and use technology as a means to solve societal challenges, fostering an environment of innovation and critical thinking.
- Monitored the progress of individuals and teams providing feedback and support to ensure they stayed on track to meet deadlines and achieve project goals.

- Connected participants with relevant resources, including access to coding platforms, learning materials, and opportunities for further education or internships in the technology sector.
- Prepared students for regional and global competitions, guiding them through pitch presentations and enhancing their communication and presentation skills.
- Promoted the Technovation program within the community and advocated for increased participation in STEM among girls, contributing to the broader goal of gender equality in technology.

Huduma Centre, Kakamega
08/2021 – 10/2021 IT Support

Overall, Purpose: Responsible for ensuring optimal use of hardware and software technologies, enhancing system performance and security data.

- Updated computer software as well as hardware and systems.
- Monitored hardware, software, and system performance metrics.
- Maintained hardware and software installations, and improved IT systems.
- Installed and configured computer software as well as upgraded hardware and systems.
- Provided IT assistance to staff and customers.
- Training end-users on hardware functionality and software programs.
- Provided technical support on-site or via remote-access systems.
- Resolved logged errors promptly.
- Kept track of technological advancements and trends in IT support.
- Maintained databases and ensured system security.
- Checked and resolved software malware and possible data hacks and threats.
- Updated databases while complying with GDPR.
- Troubleshoot problems and diagnose system faults.
- Enhanced working relationships by participating in team-building activities.

Other Positions Held:

- o Attaché | Department of Civil Registration Service - Kitui | 05/2021 - 07/2021
- o Office Assistant | Infratech Projects Ltd, Nairobi Office | 02/2018 - 09/2018

Notable Project

Examining the Impact of the Internet of Medical Things (IoMT) on Healthcare Management |
Masinde Muliro University of Science and Technology | Ongoing

References

Available upon request