

# Ithamar Nyangu

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## PROFESSIONAL SUMMARY

Information Systems and Software Support professional with over four years of experience supporting enterprise and nationally deployed systems within government and United Nations cooperation environments. Strong background in end-to-end systems support, including requirements gathering, incident resolution, system configuration, and application lifecycle support from testing through production. Highly proficient in SQL-based data analysis, data quality assurance, and the development of user documentation and training materials. Experienced in collaborating with multi-stakeholder users in time-sensitive operational environments.

## CORE TECHNICAL COMPETENCIES

**Programming:** C#, XML, Java, Python, JavaScript, SQL (T-SQL)

**Web & APIs:** ASP.NET Core, REST concepts, HTML/CSS

**Databases:** SQL Server, SSIS (ETL), Oracle, PostgreSQL, MySQL

**Platforms/Tools:** IIS, Windows Server, Git, Power BI, Power Apps, Selenium (functional testing)

**Practices:** Incident troubleshooting, UAT support, technical writing (SOPs, user manuals), training delivery

**Support & Operations:** User request handling, software installation/configuration

## PROFESSIONAL EXPERIENCE

### Applications Developer (Internship)

#### Right to Care Zambia - USAID Action to HIV Epidemic Control Project

Lusaka, Zambia

May 2025 – Present

*RTC is a non-profit organization implementing large-scale HIV/AIDS and TB prevention, treatment, and care programs across Southern Africa.*

- Design, develop, and support backend application services, database procedures, and integrations for enterprise systems serving 1,000+ users.
- Troubleshoot defects through log analysis, database reviews, and code debugging to maintain availability and performance.
- Install, configure, and maintain application components in Windows Server/IIS environments, supporting access controls, version updates, and operational readiness.
- Collaborate with infrastructure and helpdesk teams to maintain stable and secure applications in hybrid environments.

Key achievements:

- Designed and developed an enterprise asset disposal and bidding system with audit controls and role-based access, adopted by 1,000+ staff.
- Built Power Apps workflows integrated with Microsoft Teams, reducing manual project close-out processes by 50%.

### Nutrition Information Systems Assistant (UNV)

#### United Nations Children's Fund (UNICEF)

Lusaka, Zambia

July 2024 – January 2025

*A United Nations agency supporting the Government of Zambia to improve child health, nutrition, education, and protection nationwide.*

- Provided technical support to the Ministry of Health and NFNC for the implementation of the EC-funded National Nutrition Information System, strengthening digital nutrition data collection nationwide.
- Trained 30+ district health information officers on DHIS2 and digital reporting tools, improving data completeness and validation to over 95% accuracy.
- Produced recurring data products (reporting packs and presentations) for information sharing and stakeholder decision-making.
- Designed and launched interactive Power BI dashboards monitoring nutrition indicators across 20 high-risk districts, supporting real-time decision-making.
- Conducted nationwide data quality assessments across all 10 provinces, identifying systemic gaps and initiating corrective data-cleaning protocols.

**Nutrition Information Systems Intern**  
**United Nations Children's Fund (UNICEF)**

Lusaka, Zambia  
**December 2023 – June 2024**

*A United Nations agency supporting the Government of Zambia to improve child health, nutrition, education, and protection nationwide.*

- Supported rollout and implementation of the Multi-sectoral Nutrition Information System (MNIS) across 17 districts, coordinating with the Ministry of Health and other line ministries.
- Supported ongoing system maintenance activities by documenting user feedback, tracking issues, and coordinating fixes/improvements with technical colleagues and stakeholders.
- Provided field-based technical assistance across six provinces, including capacity assessments, data entry guidance, and reporting.
- Contributed to progress reporting by producing weekly updates on implementation status, usage trends, and operational challenges for national stakeholders.
- Supported planning for long-term platform continuity by contributing to the MNIS Sustainability Plan (guidelines, hosting options, and post-donor requirements).

**Software Engineer (Internship)**  
**Institute for Health Measurement Southern Africa**

Lusaka, Zambia  
**January 2023 – December 2023**

*A regional health research institution that generates evidence-based data to inform public health policy and decision-making in Southern Africa.*

- Supported backend development and system enhancement of SmartCare Pro, Zambia's national electronic health record system used by thousands of healthcare providers.
- Executed structured system testing and bug tracking, reducing critical defects by over 90% prior to national rollout.
- Supported User Acceptance Testing workshops with clinicians and MoH teams, translating user feedback into system improvements.
- Developed learning portal prototypes and user manuals, improving onboarding for health workers with limited digital literacy.

**Data Entry Clerk - Enumeration Team Lead (Short-Term)**  
**Ministry of Home Affairs, Office of the Commissioner for Refugees**

Kaoma, Kalumbila, and Luapula, Zambia  
**March 2022 – July 2022**

*A government department responsible for refugee protection, registration, and coordination of refugee assistance in Zambia.*

- Led a field enumeration team during a large-scale refugee verification exercise, coordinating daily task allocation, quality checks, and reporting.
  - Conducted household interviews using KoboCollect/ODK to capture demographic, protection, and socio-economic data, ensuring informed consent and ethical data collection practices.
  - Ensured compliance with confidentiality and safe handling of sensitive personal data under applicable data protection standards.
- Key achievements:
- Supported collection and verification of large-scale registration data covering 100,000+ individuals across multiple locations.
  - Completed 5,000+ interviews with high accuracy through structured validation and team-level quality assurance.

**Information Technology Officer**  
**Propenum College of Education**

Lusaka, Zambia  
**May 2020 – December 2021**

*A private tertiary institution providing teacher education and professional training programmes accredited by the Teaching Council of Zambia.*

- Managed day-to-day ICT operations, including installation, configuration, and maintenance of end-user devices, campus network connectivity, and routine data backup processes.
- Delivered frontline technical support to academic and administrative staff, diagnosing and resolving hardware, software, and connectivity issues to reduce downtime.
- Conducted ICT training for students, delivering practical modules on basic computing, productivity tools, and safe internet use.
- Developed and launched the institution's first official website (WordPress/Bluehost), improving visibility, outreach, and access to admissions information.

## EDUCATION

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**Bachelor of Computer Science (Merit)**, National Institute of Public Administration (NIPA), 2017–2021 (ZAQA Verified)  
**Grade 12 Certificate**, Kabulonga Boys High School, 2013–2015

## PROFESSIONAL TRAINING CERTIFICATIONS

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Data Analysis - UNICEF (2025)  
Oracle Cloud Infrastructure Foundations Associate (2025)  
Information Security Awareness Assessment - United Nations (2025)  
Records and Information Management - United Nations (2025)  
Google Data Analytics Professional Certificate - Coursera (2024)  
SQL Server: Reporting Services - LinkedIn Learning (2023)  
Microsoft SQL Server 2019 Essential Training - LinkedIn Learning (2023)  
SQL Programming - LinkedIn Learning (2023)  
Google Africa Developer Scholarship Program Certificate (2022)  
Networking Foundations: Wide and Local Area Networks (WANs & LANs) - LinkedIn Learning (2022)  
Huawei Certified Specialist Associate (HCSA) Intelligent Collaboration – Huawei (2021)  
Huawei Seeds for the Future Award (Focus: AI, 5G & Cloud Computing) – Huawei (2020)

## REFEREES

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