

Kapela Mwaba

Chalala 30985,

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Professional Summary

Experienced in automating business operations, transforming manual workflows into efficient, tech-driven systems. Proficient in setting up professional email solutions with custom domain addresses. Skilled in data management, including cleaning and pre-processing datasets for consistency, and analysing data to generate insights. Capable of creating reports and dashboards to present findings to stakeholders, supporting informed decision-making and enhancing business performance.

Key Skills & Competencies

- Excellent MS Excel and MS PowerPoint Skills
 - Excellent Superset Skills
 - Excellent Microsoft Power Bi Skills
 - Experience working with STATA
 - IT Technical Support & Troubleshooting
 - Hardware & Software Installation (Microsoft OS, Office Suite)
 - Network Monitoring & Maintenance
 - Backup & Restore Procedures
 - Printer Configuration & Management
 - System Security & Performance Optimization
 - Helpdesk Support & End-User Training
 - Time & Attendance Software Management
 - IT Documentation & Technical Writing
 - IT Project Implementation & Upgrades
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Education

Bachelor of Science in Information Technology (*Ongoing, 2022 – 2026*)
ZCAS University

Advanced Diploma in Computer Engineering (Level 4 & Level 5) (*2015 – 2017*)
ABMA Education

Grade 12 School Certificate (*2008 – 2012*)
Kamwala Secondary School

Professional Experience

Data Associate (*October 2023 – 2025*)

Center for Infectious Disease Research in Zambia (CIDRZ) - CHEKUP 1 Project

As Data Associate, I ensured accurate and timely submission of data reports. **Other duties included:**

- Participating in Data Quality Assessment activities and Data verification in respective districts/Hubs.
- Providing on-site mentorship and support to staff to ensure complete documentation of data sources.
- Data entry in DHIS2 and Smartcare, ensuring timely and accurate updates.
- Providing timely feedback to clinical staff about missing or unclear patient information.
- Providing various reports, including late patient lists and clinic enrolment updates.
- Assisting in the development of software by providing feedback and testing new versions.
- Maintaining absolute confidentiality of clients.

Strategic Information Officer (Consultant) (*June 2023 – September 2023*)

PACT – Zambia Integrated Health (USAID - ZIH) Project

- Conducted **qualitative reviews of data management systems** and processes.
- Evaluated **data accuracy and completeness** in SmartCare and facility registers.
- Engaged with health facility staff to address data collection challenges.

IT Technical Support Officer (*2017 – 2019*)

Eye-D Systems (Z) Ltd

- Provided **technical support** to staff and clients for hardware, software, and networking issues.
 - Installed, configured, and maintained **computer systems, peripherals, and software applications** including Microsoft Windows and Office Suite.
 - Monitored and troubleshoot **network performance** (software and hardware) and assisted with network maintenance tasks.
 - Ensured **backup and restore procedures** were properly executed to prevent data loss.
 - Managed and configured **printer systems** for various client institutions.
 - Maintained IT documentation, including troubleshooting guides and system configurations.
 - Provided **end-user training** to ensure efficient utilization of new technologies.
 - Responded promptly to **service tickets** and maintained accurate records of support requests and resolutions.
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Certifications & Training

- **DHIS2 Online Academy | Aggregate Data Capture & Validation Fundamentals**
 - **DHIS2 Online Academy | Aggregate Data Analysis Fundamentals**
 - **DHIS2 Online Academy | Aggregate Customization Fundamentals**
 - **Orchestra 7 Level 1 Certificate – Customer Flow Management**
 - **HIV/AIDS Legal And Policy Requirements**
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Languages

- English (Fluent)
 - Nyanja (Fluent)
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References

1. Darlin-Jean Kashtala

District Data Coordinator - CHEKUP I, CIDRZ
Cell: +260970960008

2. Jempha Shatalimi

Data Coordinator - CHEKUP I, CIDRZ
Cell: +260977541625

3.Kenny Ngulube

IT support manager - Eye-D systems
Cell: +260977377926
