Kennedy Mokaya Asiago, Associate Software Project Manager

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PROFILE

Digital health leader with strong experience guiding government-led digital transformation across Kenya. Skilled in project management, ICT governance, system integration, and cross-county coordination. Proven track record supporting CHW digital systems, building government capacity, guiding multi-county teams, and improving system performance. Experienced in strategy execution, stakeholder engagement, data governance, incident management, and digital health operational oversight.

KEY ACHIEVEMENTS

Regional Digital Health Deployment Leadership

- Guided multi-county digital health deployments supporting more than 10,000 CHWs, improving service delivery and digital system impact and coverage.

Systems Integration & Data Interoperability

- Led integration efforts linking CHT systems with DHIS2, improving data flow and increasing reporting accuracy.

ICT Governance & Asset Management Strengthening

- Strengthened ICT governance and asset management processes across counties, improving accountability and device lifecycle tracking.

Incident, Change & Problem Management Oversight

- Coordinated regional incident, change, and problem management workflows, reducing downtime and improving system stability.

Government Capacity Building & Digital Literacy

- Built government capacity through structured training, mentorship, and digital literacy programs for CHMTs and SCHMTs.

EMPLOYMENT HISTORY

Associate Software Project Manager, Living Goods

Aug 2020 — Present, Nairobi

- Led multi-county digital health implementation aligned with county and national priorities.
- Managed digital system deployments, upgrades, releases, and troubleshooting to ensure stable operations.
- Provided technical leadership across regions to ensure uptime, improved data quality, and strong CHW adoption.
- Guided integration work including CHT–DHIS2 interoperability for KHIS reporting.

- Worked with CHMTs, SCHMTs, ICT teams and partners to enhance digital governance, performance tracking, and data-driven decision-making.
- Supported county teams to establish digital oversight structures and strengthen ICT asset management.
- Coordinated user-centered design, feedback loops, and UAT for new modules, improvements and upgrades.
- Supervised regional support workflows, ensuring consistent and quality escalation, documentation, and issue resolution across counties.
- Built capacity of RDHSOs and RDHC's to take on expanded duties and excel in their roles, strengthening regional DH operational readiness.

IT Project Coordinator, Living Goods

Jan 2020 — Jul 2020, Nairobi

- Supported county and SC-level rollout of digital health tools, including device setup, user onboarding, and system configuration.
- Coordinated planning and execution for system upgrades, patches, and release cycles, ensuring minimal service disruption.
- Worked with CHMTs, SCHMTs, ICT officers, and LG's field teams to align digital workflows with county health strategies and priorities.
- Provided structured technical assistance to counties on troubleshooting, incident reporting, and escalation.
- Facilitated capacity building for health teams by conducting training on digital reporting, data use, and system navigation.
- Participated in data quality reviews and supported counties in improving their synchronization, reporting, and system performance processes.
- Supported early-stage digital governance efforts by documenting issues, creating simple SOPs, and briefing county teams on digital best practices.
- Assisted cross-functional teams (analytics, GSE, program) by gathering user feedback and translating it into technical improvement requests.
- Monitored device inventory (Asset Tracker), supported asset tracking processes, and ensured compliance with LG's guidelines.

Regional Technical Field Support Officer, Living Goods

Apr 2016 — Aug 2019, Kisii

- Provided frontline technical support for digital health systems used by CHWs, Supervisors, and Sub-County teams across multiple counties.
- Led device setup, configuration, troubleshooting, and connectivity support, ensuring minimal disruption to community health service delivery.
- Supported rollout of digital tools by training CHWs, Supervisors, and County focal teams on system navigation, reporting workflows, and data use.
- Conducted field-based data quality checks, identifying reporting gaps and working with CHMT/SCHMT or Engineering teams to implement corrective actions.
- Logged, analyzed, and escalated system issues, contributing to knowledge base development for recurring problems and known errors.
- Collaborated with SC health leadership and ICT units to strengthen digital readiness, device security practices, and user accountability.
- Monitored sync rates, system performance, and device utilization to help counties improve real-time reporting and decision-making.
- Supported testing of new features, upgrades, and app releases by carrying out field UAT and providing structured feedback to the engineering teams.
- Prepared technical support reports summarizing field issues, device usage trends, and recommendations for system improvement.

Playing Chess
Reading Leadership & Technology Trends
Mentoring young professionals

- Provided mentorship to new field staff and supported cross-county peer learning to improve consistency in digital support.

Business Operations Coordinator, Transtally Systems

Sept 2015 — Apr 2016, Nairobi

- Coordinated day-to-day operational activities to support efficient service delivery across business units.
- Supported planning, scheduling, and execution of project tasks to ensure timely delivery of client requirements.
- Tracked project risks, documented mitigation actions, and provided progress updates to project leads and senior management.
- Facilitated communication between technical teams, sales, and management to keep activities aligned and reduce turnaround time.
- Assisted in preparing operational reports, client updates, and performance summaries for internal review.
- Engaged directly with clients to clarify requirements, resolve minor service issues, and support relationship management.
- Managed inventory tracking and ensured accurate documentation of company assets, tools, and field resources.
- Contributed to workflow improvements by identifying bottlenecks and proposing practical enhancements for smoother operations.
- Supported administrative tasks including documentation, meeting coordination, and handling project-related correspondence.

EDUCATION

Power Learn Project (PLP), Software Development

Jul 2025 — Dec 2025, Remote

ALX Academy, Data Science

May 2025 — Jun 2026, Nairobi

Mount Kenya University, Master's in Project Management and Planning

Sept 2022 — Present, Nairobi

Multimedia University of Kenya, Bachelor of Commerce (Finance)

Jan 2012 — Aug 2015, Nairobi

Friends School Kamusinga, Kenya Certificate of Secondary Education

Jan 2007 — Dec 2010, Bungoma

Moody Awori Primary School, Kenya Certificate of Primary Education

Jan 1998 — Dec 2006, Busia

COURSES & CERTIFICATIONS

Asana Workflow Specialist, Asana Academy

Mar 2025 — Apr 2025

Prince 2 Foundation, Project Management Institute

Apr 2021 — Jun 2021

Commcare Fundamentals & Application Building, Dimagi Academy

Jan 2021 — Jun 2021

Android, Web Design and Programming, Infinitive Systems Academy

Jan 2019 — Dec 2019

ITIL Certification, Institute of Advanced Technology

Apr 2019 — Aug 2019

Advanced Excel Training, Institute of Advanced Technologies

Aug 2019 — Dec 2019

Professional Certification in Monitoring and Evaluation, Kenya Institute of Management

Aug 2017 — Jan 2018

SEMINARS, WORKSHOPS AND PROFESSIONAL TRAININGS

Management Excelerator

Nov 2025 — Present, McKinsey Academy

Trainers of Trainers (TOT)

Nov 2016 — Nov 2016, Imprint (U) Ltd

7 Habits of Highly Effective People

Oct 2020, Raiser Group

Strategic Leadership Training

Dec 2022 — Jun 2023, Living Goods

REFERENCES

Mrs. Evelyne Wekesa , Living Goods

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