

# Mpho Mokhure

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**Portfolio:** <https://mmokhure.github.io/mmokhuretheanalyst.github.io/>

## **PERSON PROFILE**

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I am a dedicated and detail-oriented Computer Science graduate with proven expertise in IT and health informatics. With hands-on experience in system implementation, data quality management, and technical support, I excel at enhancing operational efficiency and supporting healthcare teams to leverage technology effectively. My strong analytical skills and collaborative approach have enabled me to lead projects that drive meaningful outcomes, from improving data integrity in health systems to developing custom learning solutions. I am eager to bring my problem-solving abilities and commitment to innovation to a dynamic role where I can make a lasting impact.

## **SELECTED WORK EXPERIENCE**

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### **Assistant Health Officer (Health Informatics Officer)**

21 January 2024

*Botswana – University of Maryland School of Medicine Health Initiative (Bummhi)*  
Gaborone

#### **Responsibilities:**

- Provided first-line support for Ministry of Health (MoH) information systems (PIMS, IPMS, DHIS2, EMR) in health facilities and designated sites.
- Conducted training sessions to enhance the understanding and utilization of information systems among healthcare workers.
- Offered ongoing mentorship and support to ensure effective use of systems and troubleshoot any issues that arise.
- Worked closely with DHMT IT officers to provide informatics technical services in the designated health district.
- Performed data quality assessments in health facilities to identify and resolve data issues in EMR.
- Ensure responsible stewardship of systems and data in the district, including data security and confidentiality.
- Spearheaded user support for the EMR system, offering comprehensive assistance to clinicians, resolving technical issues, and addressing system-related queries
- Conducted on Job Mentoring & Training sessions to enhance end-user competence and confidence, ensuring efficient system utilization

- Meticulously documented internal system issues and external challenges, collaborating with cross-functional teams to identify areas for improvement
- Generated insightful reports summarizing user-reported problems, their frequency, and severity
- Played a key role in the success of the EMR system pilot project, ensuring high user adoption and satisfaction

## **Health Informatics Officer**

23 August 2023

*Ministry of Health*

Gaborone

### **Responsibilities:**

- ❖ **User Support:** Provided comprehensive user support for the EMR system, assisting clinicians and staff in resolving technical issues and answering system-related queries.
- ❖ Conducted training sessions to ensure efficient system utilization, enhancing end-user competence and confidence
- ❖ **Problem Identification:** Diligently captured and documented internal system issues and external challenges related to the EMR system. Collaborated with cross-functional teams to gather feedback and identify areas for improvement
- ❖ **Reporting:** Generated regular reports summarizing user-reported problems, their frequency, and severity
- ❖ **Project Support:** Contributed to the success of the EMR system pilot project by ensuring a high level of user adoption and satisfaction
- ❖ **Enhanced User Experience:** Significantly improved user satisfaction by addressing user concerns promptly, resulting in a more streamlined workflow and reduced downtime
- ❖ **Data-Driven Improvements:** Leveraged reported problems to advocate for system enhancements and upgrades, leading to a more robust and user-friendly EMR system.

## **Assistant Solution Engineer Consultant**

09 January 2023

*Health Nest Campus*

Gaborone

### **Responsibilities:**

- ❖ Led the design and implementation of an online SBCC (Social and Behaviour Change Communication) online training
- ❖ Conducted a thorough needs assessment to determine Mopipi International's requirements for the learning management system
- ❖ Successfully developed a custom learning management system for Mopipi International that met their unique needs
- ❖ Tested the system to ensure it meets Mopipi International's needs and is user-friendly
- ❖ Provided comprehensive training to Mopipi International staff on how to effectively use the system

- ❖ Offered ongoing support and troubleshooting as required
- ❖ Completed the project on time and within budget

### **Temporary Health Informatics**

01 February 2022

*GLOBAL COMMUNITIES*

Selebi Phikwe

#### **Responsibilities:**

- ❖ Conducted data analysis and evaluation to reduce data backlog and enhance data quality
- ❖ Provided comprehensive support for DHIS2, including issue troubleshooting and end-user training
- ❖ Reviewed, analysed, and interpreted COVID-19 data, coding and aggregating cases using DHIS2
- ❖ Retrieved patient records from the system for data abstraction purposes
- ❖ Generated clear, accurate, and timely weekly reports
- ❖ Supervised a team of data clerks, offering guidance and support to ensure the timely and accurate entry of data

### **Network Operations Center (NOC) Technician Intern**

09 December 2021

*Department of Information Technology*

Gaborone

#### **Responsibilities:**

- ❖ Provided on-call technical support for network problems, ensuring quick resolution of issues and minimal network downtime.
- ❖ Handled incoming customer emails and calls, maintaining a high level of customer satisfaction by effectively addressing customer needs and concerns.
- ❖ Ensured all follow-up activities were completed and correctly documented, by maintaining accurate records of issues and solutions.
- ❖ Configured routers/switches and periodically checked network nodes to ensure network stability and reliability.
- ❖ Monitored the country's network using Data Centre Network Manager, Cisco Prime Performance Manager, Nagios, Cisco UCS Manager, and Cisco Evolved Programmable Network Manager, providing real-time status updates and proactive maintenance to ensure optimal network performance.

**IT Intern**

02 February 2021

*High Court of Botswana & Court of Appeal of Botswana*

Gaborone

**Responsibilities:**

- ❖ Provided IT support services for GABS, CRMS, and CASE CATALYST systems.
- ❖ Troubleshoot connectivity issues through network support, including pinging and diagnosing.
- ❖ Managed remote access through tools such as Anydesk, Team Viewer, and Remote Desktop.
- ❖ Conducted virtual meetings training, including platforms such as Cisco Webex, Zoom, and Microsoft Teams

**EDUCATION**

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**University of Botswana**

Bachelor of Science in Computer Science

2020

**LICENSES & CERTIFICATIONS**

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- ❖ Data Protection officer Training, Alison, 2025
- ❖ Certificate in AWS Cloud Practitioner, AWS Training, 2021
- ❖ CCNA: Switching, Routing, and Wireless Essentials, Cisco, 2024
- ❖ CCNA: Introduction to Networking, Cisco, 2024
- ❖ Certificate in Leading Change in Health Informatics, Coursera, 2023
- ❖ Certificate in DHIS2, Data Quality level 2, DHIS2 Online Academy, 2022
- ❖ Certificate in DHIS2 Fundamentals, DHIS2 Online Academy, 2022
- ❖ Medical Billing and Coding: ICD 10 and 11, Alison, 2024
- ❖ Certificate in SAP Professional Fundamentals Coursera SAP, 2023
- ❖ Certificate in System Administration and IT Infrastructure Services Coursera Google, 2023
- ❖ Certificate in Planning for Monitoring & Evaluation (Philanthropy University fhi360 BerkeleyHaas, 2021)
- ❖ Certificate in Python and Statistics for Financial Analysis Coursera, 2023
- ❖ NDG Linux Unhatched (Cisco Networking Academy, 2023)
- ❖ Certificate in Information Security Certificate (Great Learning, 2022)
- ❖ Certificate in Database Management System Certificate Great Learning 2022
- ❖ Certificate in Firewall Certificate Great Learning 2022
- ❖ Certificate in Oracle SQL Certificate Great Learning 2022
- ❖ Certificate in .NET OOPS Certificate Great Learning 2022

## **BOOTCAMP & CERTIFICATE OF COMPLETION**

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- ❖ Certificate of Completion in IT Fundamentals Information Technology and Business Management Service Provider  
Praesignis  
2021
- ❖ Certificate of Completion in Data Visualization  
Kaggle  
2022

## **ACHIEVEMENTS**

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- ❖ Money Skills Certificate ABSA Ready to Work Program
- ❖ Entrepreneurial Skills Certificate ABSA Ready to Work Program
- ❖ Work Skills Certificate ABSA Ready to Work Program
- ❖ People Skills Certificate ABSA Ready to Work Program

## **PORTFOLIO**

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- ❖ <https://mmokhure.github.io/mmokhuretheanalyst.github.io/>

## **VOLUNTEER EXPERIENCE & COMMUNITIES**

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- ❖ 2nd eHealth Workshop – University of Botswana, Bitri and Ministry of Health and wellness
- ❖ 17th Congress of The Association for Health Information and Libraries in Africa (AHILA Training Assistant RedCap, 2023
- ❖ Ministry of Health – Electronic Medical Records System – Openmrs
- ❖ Kaggle
- ❖ DHIS2

## **MEMBERSHIP**

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- ❖ Youth Empowerment Society – Yes BW
- ❖ Health Informatics Association of Botswana (HIASWANA)

## **PROJECTS**

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- ❖ Development of Learning Management software System – Mopipi International

## **TECHNICAL SKILLS**

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- ❖ **Programming Languages:** Python, SQL, PHP, Java
- ❖ **Networking:** Cisco Routers/Switches, Network Troubleshooting, CCNA Fundamentals
- ❖ **Health Informatics Systems:** EMR (OpenMRS), DHIS2, PIMS, IPMS

- ❖ **Cloud Platforms:** AWS Cloud Practitioner, Docker
- ❖ **Database Management:** SQL, Oracle SQL, DHIS2 Reporting
- ❖ **System Administration & IT Infrastructure:** Linux, Windows, Remote Support Tools (AnyDesk, TeamViewer, RDP)
- ❖ **Security & Compliance:** Data Protection, Information Security, Firewall Configuration
- ❖ **Software & Tools:** SAP, Learning Management Systems (LMS), Microsoft Office, Virtual Meeting Platforms (Webex, Zoom, Teams)

## **SOFT SKILLS**

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- ❖ Communication and Training
- ❖ Problem Solving and Troubleshooting
- ❖ Collaboration and Teamwork
- ❖ Analytical Thinking and Data-Driven Decision Making
- ❖ Project Management and Organization
- ❖ Adaptability and Continuous Learning

## **REFEREES**

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