KELLYMARK OCHIENG AGANO

Information System Management | Front-end Web Developer

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PROFESSIONAL SUMMARY

An IT specialist with entry-level work experience, specializing in System administration, Troubleshooting, and Technical support. Adept at collaborating with diverse teams to identify solutions for complex technical issues. Expertise in interfacing with customers and providing end-user support.

SKILLS

Technical skills – Hardware & Software installation and repair | Troubleshooting | End-user support | Computer programming language - Python, SQL, JavaScript, CSS & HTML | System Analysis & Design | Database Administration | Computer security | Artificial Intelligence | Data Analysis | Front End Web Developer |

Soft skills - Analytical | Customer service | Interpersonal & Communication skills | Team player | Adaptable | Resourceful | Honest | Transparent | Collaboration | Time management |

WORK EXPERIENCE

Rural Electrification and Renewable Energy Corporation (REREC)   **Jan 2024 to Now**

Intern

- Providing SAP support and first-line end-user assistance
- Assisting in implementing and supporting IT systems and network installation
- Ensuring effective working of systems and implementing network security.
- Repairing and upgrading PC hardware, software, installing hardware and software on Microsoft platforms

Xantonn group, Nairobi   **Nov 2023**

Intern

Xantonn Group is a data-focused firm specializing in Data Management Services to improve the quality of life in less-fortunate environments.

- Conducted training sessions and deployment to educate employees on the HMIS system, basic IT skills, and best practices.

- Interfaced with cross-functional teams/departments to provide end-user support and training.
- Provided technical assistance related to basic system and computer functions to resolve staff login errors.

Migosi Sub-County Hospital, Kisumu   **July - Aug 2017**

Attaché – Comprehensive Care Clinic

Migosi Sub County Hospital is a Level 4 Primary healthcare facility regulated by the Ministry of Health.

- Identified technical solutions for hardware and software issues across the hospital in collaboration with the IT team, including system migrations from paper to Web- based.
- Facilitated disease coding using ICD10 application and appointment booking using HMIS.
- Provided technical support and troubleshooting assistance to staff members thus resolving issues in a timely manner to ensure client satisfaction.
- Performed web application installation and computer networking.

The Aga Khan Hospital, Kisumu   **July - Aug 2016**

Attaché - Medical Records & IT Department

The Aga Khan Hospital, Kisumu is a not-for-profit, private health care institution committed to providing affordable, high-quality services in a safe and friendly environment.

- Identified and investigated network issues, maintained, and upgraded hardware and software, and assisted in web application installation and computer networking.
- Assisted in the setup and maintenance of hardware, including computers, printers, and networking equipment.
- Facilitated disease coding using ICD10 application, patient records storage and retrieval, and appointment booking using HMIS.

EDUCATION

MIREA-RUSSIAN TECHNOLOGICAL UNIVERSITY   **2019 – 2022**

MSc. Information Systems and Technology

JOMO KENYATTA UNIVERSITY OF AGRICULTURE & TECHNOLOGY   **2014 – 2018**

BSc. Health Records and Information Management

REFEREES

- **Olive Muchene**

  Course Coordinator - Health Informatics

  Jomo Kenyatta University of Agriculture and Technology

  Phone number: +254722429535

- **Erastus Siro**

  Head of Department - Health Records

  Aga Khan Hospital, Kisumu

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- **Peter Arina**

  Chief Executive Officer

  Xantonn Group (Kenya)

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