

PROFESSIONAL SUMMARY

Meticulous Informaticist with business acumen and technical expertise with more than 5 years' experience in the public sector, technology, hospitality and healthcare industries. Highly skilled in data analytics, detailed reporting and presenting. Expert in analytics technologies including Tableau; resource mobilization and fundraising. I have a Bachelor of Science degree in Informatics. I am also enthusiastic on how Blockchain technology is poised to disrupt virtually every industry on a global scale.

KEY SKILLS

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|--------------------------------|--------------------------|---------------------|--------------------------------|
| - Enterprise Resource Planning | - Social Media Marketing | - Budget Management | - Quickbooks |
| - Point of Sale systems | - Cloud Computing | - Advocacy | - Project lifecycle management |
| - Big Data Analysis | - Software Development | - Proposal Writing | - Adobe Photoshop |
| - SAP and SAS experience | - Troubleshooting | - People Management | - MS Office (advanced) |

PROFESSIONAL EXPERIENCE

COAST HOSPICE |Mombasa, Malindi, Kwale, TaitaTaveta| May 2017 – February 2020
Palliative Care for Cancer in Kenya's Coast Region

RESOURCE MOBILIZATION EXECUTIVE & IT ADMIN

RESPONSIBILITIES

1. Developing, implementing and monitoring fundraising strategies, that includes yearly targets to meet the costs of the current and future programs.
2. Approaching and raising funds from companies, trusts, partners/donors, Banks and foundations within Kenya and abroad.
3. Conducting research on potential donors/partners such as trusts, foundations, companies and high net worth individuals, etc.
4. Maintaining a network of corporate contacts and effectively managing and maximizing these relationships.
5. Developing annual work plans based on the approved strategy and if needed, preparing income and expenditure budgets for each fundraising initiatives.
6. Raising awareness of Coast Hospice and its work at the County and National levels.
7. Assisting in the preparation of project proposals for corporate and other funding agencies.
8. Organizing events for partnership building between implementers and potential partners.
9. Ensuring all partners receive appropriate and timely reports and updates.
10. Ensuring the development and maintenance of organization databases, the Hospice website and social media platform.

ACHIEVEMENTS

- Partnered with more foundations e.g. Eddah's Hope Cancer Foundation who donate medical equipment, support children cancer patients in our organization among other donations annually.
- Created a design and use of a needs-based resource allocation formula in order to cater for each patient efficiently and ensure timely continuation of the organization's service provision to patients while cutting costs.
- Increased funds through serving as an advocate in the communities to raise awareness, building and utilizing network and goodwill through organizing charity dinners and luncheons, use of internet and social media to raise funds among other activities.
- Making our own cause clear to the donors, through a well- documented impact report, testimonials; third- party evaluations which established the credibility and effectiveness of the organization and allows for improvement and scale-up of products and services the organization currently provides.
- Taking up income-generating activities such as training programs, charity walks which support organizational sustainability.

BUSINESS ANALYST & IT ADMIN MANAGER (Jan 2016 – April 2017)

RESPONSIBILITIES

1. Continuously defining and evolving the idea of conceptual value proposition for the enterprise sales industry, formulated effective brand and marketing messages/e-shots resulting directly in generation of revenue growth.
2. Work closely with multidisciplinary teams, liaising with customer service departments to ensure quality assurance and customer service, while embracing existing customer bases and instituting customer satisfaction initiatives.
3. Conduct market research for competitive information analysis, developing an understanding of target market and identifying opportunity, while generating quality leads and conversions through brand awareness initiatives.
4. Launch marketing campaigns showcasing product and service lines leading to inquiry of current and future technology developments by major corporate interests.
5. Develop strategic partnerships with different merchants, actively collaborating and influencing creative campaign initiatives in attracting new and potential clientele, while nurturing brand loyalty amongst existing customer base.

ACHIEVEMENTS

- Credited for playing key role in generating over KES 1.5M per month in revenues and increasing overall sales by 60% in one year, which surpassed all sales targets in my territory by 48%.
- Awarded the most innovative business analyst in the region. This was credited to new and simplified solutions to our end users.
- Led and supervised the IT support team (17 staff) during installation and implementation of the system to the clients.
- Identified and retained customers, negotiating contracts for increased profits in revenue generating business, while providing direct development and analysis to customer marketing initiatives, improving all awareness and conversion strategies and growing sales and inquiry.
- Supported the POS resellers through implementation of sustainable and innovative profit-generating strategies; evolving the business leading to expansion of our territory across Uganda and Tanzania and prospecting key personnel in generating volume sales resulting in 60% sales growth in a few months.
- Successfully planned and executed sales meetings, demos and special events for the company.
- Spearheaded deployment of creative solutions for inventory control, sales reporting and product upgrades, leading to systems improvement and streamlined processes.
- Promoted company and increased sales by coordinating and attending expos and tradeshow.

HOSPITALITY SYSTEMS CONSULTANT (May 2015 – Dec 2015)

RESPONSIBILITIES

1. Installation and implementation of Hospitality Point of Sale system (GAAP system) and 4PoS Retail System.
2. Training clients/users on the systems.
3. Customer service, administrative and human resource management using SAP HR.
4. Networking and configuration of receipt, ESD printers, finger readers, MSR's and barcode scanners.
5. Book keeping and finance management using QuickBooks.
6. Providing technical support to clients and resellers for their software applications used in the hospitality and retail field.
7. Call center support using video conferencing.

ACHIEVEMENTS

- Quickly promoted to business and analyst manager positions due to my remarkable team leadership, organizational abilities and strong work ethic.
- Implemented a loyalty program which was integrated with the institutional systems.

UASIN GISHU COUNTY HEADQUARTERS | Eldoret, Kenya | 12th Jan 2015 - 15th Apr 2015
ICT & e-Government County's Administrative Headquarters

SYSTEM IMPLEMENTER

RESPONSIBILITIES

1. Implementation of the automated county revenue system at the county headquarters and the Health management information system (HMIS) at Ziwa district hospital in the county.
2. Networking: Laying of network cables, trunking, and termination of network and fiber cables.
3. Administering and managing antivirus system.
4. Server backup and data recovery.
5. Hardware configuration and troubleshooting.
6. Providing technical support to members of the executive committee and members of the county assembly.

ACHIEVEMENTS

- Successful implementation of the health management information system in Ziwa sub county.
- Ability to work in highly public and high-pressure environment.
- Acquired exceptional customer service foundation and practice.
- Acquired strong commitment to effective time management.
- Acquired good personal presentation which is important in conveying corporate values.
- Substantially increased security and performance of staff computers by implementing new anti-virus software and critical system updates.

PORT REITZ DISTRICT HOSPITAL | Mombasa, Kenya | 31st Mar 2014 – 30th May 2014
A district hospital in Mombasa County

DATA ANALYST ASSISTANT (intern)

RESPONSIBILITIES

1. Managing the health information system via International Quality Care Software
2. Data management: managing the hospital administrative statistics.
3. Recording wards and hospital administrative statistics.
4. Filing and retrieval of records.
5. Recording births and deaths notification.
6. Reception and registration.
7. Networking, troubleshooting and providing IT user support to the staff.

NATIONAL HOSPITAL INSURANCE FUND | Eldoret, Kenya | 10th Dec 2013- 28th Mar 2014
The primary provider of health insurance in Kenya

DATA ANALYST (intern)

RESPONSIBILITIES

1. Data management and analysis: data capture, filing manually and in the system,
2. Photo taking and scanning, photo merging.
3. Bank reconciliation: recording Mpesa payments not showing in the system, posting of collected revenue, receiving deposit slips from customers and printing receipts.
4. Managing hospital claims: checking and editing examined claims against their respective edit list, raising and posting claims to accounts payable, recording hospital and general claims, updating claims.
5. Administering and managing antivirus system.
6. Customer care support and providing IT support to members of the staff and clients.

EDUCATION AND PERSONAL DETAILS

UPPER SECOND CLASS HONOURS |BSc in Informatics

MOI UNIVERSITY | Eldoret, Kenya | 2011-2015

K.C.S.E | B+

MOI FORCES ACADEMY| Nakuru, Kenya|2006-2009

PROFESSIONAL CERTIFICATIONS

- PYTHON PROGRAMMING
- CCNA

PROFESSIONAL AFFILIATIONS

- Volunteer Youth League UK Kenya
- Health Informaticist
- Volunteer Data Collector Uwezo Kenya
- Rotary Club

REFEREES

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