

Wamalwa Simiyu Nelson

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Career Profile

- Dynamic and motivated Information Technology and Business professional with a strong foundation in IT leadership and project management.
- Proficient in overseeing the development and implementation of new applications and software packages, as well as designing and maintaining network infrastructure.
- Skilled in team supervision and stakeholder engagement, with a proven track record of providing technical support and mentorship.
- Experienced in conducting research on emerging technologies and trends to drive successful investment projects and improve organizational operations and revenue.
- Seeking opportunities to leverage expertise in IT and business to contribute to organizational growth and excellence.

Key Skills

IT Leadership and Project Management | Software Development and Implementation | Network Infrastructure Design and Maintenance | Stakeholder Engagement and Collaboration | Technical Support and Troubleshooting | Research and Analysis of Emerging Technologies | Team Supervision and Mentorship | Strategy Formulation and Implementation.

Technical Skills

HTML | JavaScript | C | C++ | WordPress | PHP | REACT | NGINX | MySQL | Ruby on Rails | Python | Python Flask | Java | CSS

Experience

UX Testing Intern – Enkaare Talent Search | November 23 2023- Present Online

I controlled the test team reporting to the Chief Executive Officer and Software Engineers, developing comprehensive test plans that outline the testing strategy, scope, resources, schedule, and deliverables.

- **Test Planning:** Collaborate with UX designers, product managers, and developers to understand project requirements and user expectations.
- **Test Design:** Design and document detailed test cases, scenarios, and scripts that cover various aspects of the user experience, including usability, accessibility, and performance. Ensure test cases align with user stories and design specifications.
- **Execution and Management:** Execute test cases to identify issues related to usability, functionality, and performance. Oversee the testing process, coordinating with the testing team to ensure timely and effective test execution. Manage and prioritize testing tasks based on project timelines and goals.

- **Defect Tracking:** Identify, document, and prioritize defects and issues found during testing. Collaborate with development teams to ensure timely resolution of identified problems.
- **Usability Testing:** Plan and conduct usability testing sessions to gather feedback from real users. Analyze usability test results and provide recommendations for improving the user experience.
- **Automation:** Explore opportunities for test automation, especially for repetitive and critical test scenarios. Implement and maintain automated test scripts for UX-related testing.
- **Collaboration:** Work closely with cross-functional teams, including UX designers, developers, product managers, and business analysts.

System Support and Management Specialist(Volunteer) | October 2021 – August 2023 **Vision Klick Medical Services, Thika, Kenya**

Created IT policies for the clinics reporting to the Owner and working in an organization I played a pivotal role in streamlining IT functions and troubleshooting I.T related issues.

- **Infrastructure Management:** Maintain and monitor servers, network equipment, and other hardware to ensure they are running smoothly. Perform regular backups of critical data and implement disaster recovery plans.
- **Software and Application Management:** Install, configure, and update software and applications used in the clinic, such as Electronic Health Record (EHR) systems and scheduling software. Ensure that all software is licensed and up to date with security patches.
- **Security Management:** Implement security measures to protect patient data and comply with healthcare regulations. Monitor for security breaches and respond to incidents promptly.
- **User Support:** Provide technical support to clinic staff for IT-related issues, such as software problems, hardware malfunctions, and password resets. Train clinic staff on IT systems and best practices.
- **Network and Connectivity:** Set up and maintain clinic-wide network connections, ensuring reliable internet access for all staff. Troubleshoot network issues and optimize network performance.
- **Hardware Maintenance:** Maintain and repair computer workstations, printers, scanners, and other hardware devices.
- **Data Management:** Manage patient records and ensure data integrity and confidentiality. Assist in data migration and archiving when needed.
- **Vendor Management:** Interact with IT vendors to procure hardware, software, and services. Manage service contracts and ensure vendors meet their obligations.
- **Documentation and Reporting:** Keep detailed records of IT systems, configurations, and changes made. Generate reports and documentation for audits and compliance purposes.
- **Emergency Response:** Be available for on-call support in case of IT emergencies or system failures. Develop and implement business continuity and disaster recovery plans.
- **Compliance and Regulation:** Stay informed about healthcare regulations and standards related to IT and ensure the clinic's IT systems comply.
- **Budget Management:** Assist in developing and managing the IT budget, including cost estimation for equipment upgrades and replacements.
- **Upgrades and Improvements:** Plan and execute upgrades to IT systems to ensure they meet the clinic's evolving needs. Identify opportunities for process improvement and cost savings.
- **Collaboration:** Collaborate with other departments within the clinic to understand their IT requirements and provide solutions to support their workflows.
- **Training and Development:** Stay current with emerging technologies and trends in healthcare IT.

System Support | March 2012 - November 2018 **Kaizen Solutions Limited, Nairobi, Kenya**

I ensured smooth performance of the PMAS System, reporting to the Chief Executive Officer and the Software development team, I played a pivotal role as a link between the users and the company which involved in Software Engineering.

- Controlled the procurement of hardware and software for system upgrades and improvements.
- Managed service contracts with IT vendors and ensured compliance with agreed-upon terms.

- Conducted regular system audits to identify potential vulnerabilities and areas for improvement.
- Implemented security protocols and measures to safeguard system integrity and data confidentiality.
- Provided technical guidance and support to users on IT-related policies, procedures, and best practices.
- Collaborated with cross-functional teams to integrate new technologies and solutions into existing systems.
- Ensured the development and implementation of disaster recovery plans and business continuity strategies.
- Stayed updated on emerging technologies and industry trends to inform system enhancement strategies.
- Participated in user acceptance testing (UAT) and feedback sessions to gather insights for system optimization.
- Documented system configurations, changes, and updates for reference and future troubleshooting purposes.

Education and Training

Software Engineering | ALX Africa | April 2023- May 2024

Diploma in Business Information Technology | Jomo Kenyatta University of Agriculture and Technology | January 2014 - November 2017

Referees

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