

DENIS KOMBE KARISA

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Results-driven IT professional with hands-on experience in field system administration, data analytics, and technical support. Proven track record of leading large-scale technology deployments across 40+ departments, driving adoption, and bridging the gap between technical teams and end users. Combines a self-driven learning mindset with a practical, people-first approach to delivering reliable IT solutions in complex, fast-paced environments.

SKILLS & EXPERTISE

- Data & Analytics: SQL, Python, Power BI, Excel (advanced analytics & pivot reporting).
- Programming & Development: Laravel, MySQL.
- DevOps & Tools: Docker (containerization, Laravel environments, Snipe-IT deployment)
- System Administration: System deployment & rollout, user onboarding, system monitoring & uptime, first-line troubleshooting & escalation, record digitization.
- HMIS & Health IT: Hospital Management Information Systems (HMIS), Health data workflows.
- IT Support: Helpdesk support, remote support, ticketing system, Microsoft Office Suite, asset management (Snipe-IT).
- Training & Capacity Building: User training & facilitation, user guide development, change management.
- Stakeholder Management: Client relations, cross-department collaboration, technical report writing.
- Soft Skills: Problem-solving, analytical thinking, team leadership, strong written & verbal communication, time management, independent field work.

EDUCATION

2021-2025: **BSc. Information and Communication Technology.**
Institution: Jaramogi Oginga Odinga University of Science and Technology.
2017-2021: **Kenya Certificate of Secondary Education (KCSE).**
High School: Ribe Boys High School.

CERTIFICATIONS

August 2025	Data and AI	Cyber Shujaa USIU-Africa
March 2025	Data Analytics for Project Management	Udemy
August 2024	Data Analysis with MySQL and Tableau	Zindua School

WORK EXPERIENCE

Field System Administrator Officer

Roamtech Solutions Limited | Kilifi County Referral Hospital, Kenya | Dec 2025 – Present

- Led end-to-end HMIS deployment and adoption across 40+ departments, onboarding 400+ clinical and administrative staff hospital-wide.
- Served as the primary liaison between the technology provider and county ICT department, ensuring alignment on system objectives and performance targets.
- Monitored daily system performance, usage metrics, and uptime, generating regular reports for management and county stakeholders.
- Delivered a performance report documenting 55% stock-take completion rate, and presented findings to hospital leadership.
- Conducted on-site and remote training sessions, developing user guides improving staff competency.
- Resolved technical issues and escalated systemic problems: maintaining high system uptime.
- Authored a stock-take policy document to sustain long-term system operations.

IT Support Staff (Attachment)

County Government of Kilifi | Kilifi, Kenya | May 2024 – Aug 2024

- IT support, troubleshooting issues across the office of the County Attorney.
 - Digitized 800+ visitor records in excel, improving data accessibility and record-keeping efficiency.
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PROJECTS (Full portfolio: github.com/denko5)

Campus Crib | Web Development | Oct 2024 – Apr 2025

- Built a web platform with advanced search filters and real-time chat to help campus students find off-campus housing. (*PHP, HTML, CSS, MySQL*)

Sales Performance Analysis | Data Analytics

- Cleaned and analyzed 1,000+ sales records to surface product performance insights. (*MySQL Workbench*)

Student GPA Predictor | Data Science

- Built a Linear Regression model predicting student GPAs based on residency, internet access, and allowance variables. (*Python*)

HONORS & ACHIEVEMENTS

- Trained and onboarded **400+** hospital staff across **40+** departments, achieving measurable improvement in HMIS adoption rates within Kilifi County Referral Hospital.
- Successfully managed a complex HMIS rollout in a public health environment with minimal supervision.
- **Data Analytics Challenge with Zindua School [May – August 2024]:** Completed a two-month data analytics challenge, gaining hands-on skills in analytics, teamwork, and presentation.

REFEREES

Available upon request.