DENIS KOMBE KARISA

IT PROFESSIONAL | SYSTEMS ADMINISTRATION | DATA ANALYTICS | SOFTWARE DEVELOPMENT

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ICT Professional with a BSc in Information and Communication Technology and practical experience in IT support, systems administration, data analytics and software development. Skilled in enterprise system support, web application development, data management and technology implementation.

TECHNICAL SKILLS & EXPERTISE

- **IT Support & Network Operations:** Hardware and peripheral troubleshooting, operating system installation and maintenance, software configuration, network configuration, connectivity troubleshooting and end-user technical support.
- **Systems Administration:** User account administration, access control and permissions management, system configuration, maintenance, monitoring and application support.
- **IT Infrastructure & Deployment:** Ubuntu Linux server configuration, VPS provisioning and management, web application deployment, server maintenance.
- **Data Analytics & Business Intelligence:** Data cleaning, transformation, exploratory data analysis (EDA), data modelling, data visualization, KPI reporting and analytical insights.
- **Software & Web Development:** Web application development, database design, backend development, application integration and API development fundamentals.
- **Systems Implementation & Digital Transformation:** Enterprise system rollout, user onboarding and training, system adoption monitoring, workflow improvement and technical documentation.

TOOLS & TECHNOLOGIES

- **Programming:** PHP, Laravel, Filament, Astro, JavaScript, HTML, CSS.
- **Data & Analytics:** Power BI, Microsoft Excel, MySQL, Tableau, Python.
- **Development & Infrastructure:** Git, GitHub, Docker, Ubuntu Linux, Contabo VPS.

SOFT SKILLS

- Strong Analytical problem-solving, critical thinking and attention to detail.
- Technical communication, stakeholder engagement and cross-functional collaboration.
- Adaptability, initiative and continuous learning.

EDUCATION

- 2021-2025 **BSc. Information and Communication Technology**
  Jaramogi Oginga Odinga University of Science and Technology.

CERTIFICATIONS

- Aug 2025 **Data and AI** Cyber Shujaa | USIU-Africa
- Mar 2025 **Data Analytics for Project Management** Udemy
- Aug 2024 **Data Analysis with MySQL and Tableau** Zindua School

WORK EXPERIENCE

ICT Volunteer | Kilifi County Hospital | May 2026 – Present

- Support TaifaCare implementation and administration, including user account management, access permissions and system configuration across clinical and administrative departments.
- Provide first-line technical support, troubleshoot system and workflow issues, and coordinate escalations with relevant technical teams.
- Support user onboarding, system adoption and continuity of digital workflows.

Field System Administrator Officer
Roamtech Solutions Limited | Kilifi County Referral Hospital | Dec 2025 – Aug 2026.

- Supported HMIS/EMR implementation and adoption across 20+ hospital departments, onboarding and training 300+ clinical and administrative staff.
- Delivered user support and training, investigated application issues and escalated system-level faults to the software provider.
- Monitored system adoption and implementation progress, preparing user onboarding, stock-taking and operational reports.

- Coordinated technical communication between hospital departments, county ICT stakeholders and the service provider.

IT Support Attachee | County Government of Kilifi | May 2024 – Aug 2024

- Provided first-line hardware, software and end-user support, assisting with troubleshooting and routine ICT operations.
- Digitized 800+ visitor records using Microsoft Excel, improving records accessibility and information management.

PROJECTS

Legal Operations and Case Management System
Project Lead & Developer | Independent Software Development Project
Technologies: Laravel, PHP, MySQL, GitHub, Ubuntu Linux VPS.

- Initiated and led the development of a digital legal operations and case management platform for the Office of the County Attorney, Kilifi County.
- Engaged stakeholders to gather requirements and translate operational challenges into system features and application workflows.
- Designed and developed modules for cases, matters, contracts, tasks, court diaries, hearings, calendars, document management and reporting.
- Deployed and configured the application on a Contabo-hosted Ubuntu VPS, gaining practical experience in Linux server administration and application deployment.

Hotel and Business Intelligence Dashbaord – MySQL | Power BI

- Transformed and modelled hotel business datasets using a Star Schema approach.
- Developed DAX measures, interactive dashboards and KPIs to analyze revenue, occupancy and booking trends.

Sales Performance Analysis – MySQL

- Cleaned and analyzed sales datasets using SQL queries and exploratory data analysis.
- Evaluated product, regional, salesperson and marketing channel performance to identify trends and actionable business insights.

INTERESTS

- IT infrastructure and networking | Systems administration | Data analytics and business intelligence | Software engineering | Artificial intelligence | Digital transformation.

HONORS & ACHIEVEMENTS

- Onboarded and trained hospital staff across departments during a HMIS rollout at KCRH.
- Completed a two-month data analytics challenge with Zindua School, gaining practical experience in analysis, teamwork, and presentation.
- Graduated with a Merit from Cyber Shujaa Data and AI Course.

REFERENCES

- Available on request.