DENIS YONGA

Kisumu, Kenya

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PERSONAL PROFILE:

Data Analyst and ICT/Operations professional with over 10 years of experience supporting public health research, international NGO programs, and telecommunications operations. Former KEMRI/CDC study data analyst for Rotavirus and Malaria projects, with strong background in data quality management, reporting, and field data systems. Proven ability to support multidisciplinary teams, manage IT infrastructure, and improve operational efficiency in resource-constrained environments.

Core Skills
• Public Health & Research Data Management
• Data Cleaning, Validation & Reporting (Excel, LibreCalc, ODK)
• Clinical & Field Data Collection Systems
• IT Support & Systems Administration
• Active Directory, Microsoft 365, Exchange, SharePoint
• Ticketing Systems (JIRA, EveryLayer, Odoo)
• Remote Technical Support
• Process Improvement & Operations Management
• Technical Documentation & Training
• Stakeholder & Team Coordination

Languages: English, Kiswahili, Basic Hungarian, Basic Russian

Professional Achievements
• Supported successful delivery of Rotavirus and Malaria research studies (KEMRI/CDC) by maintaining high standards of data accuracy, validation, and timely reporting.
• Strengthened IT systems and reporting processes for a large NGO (Roma Education Fund), supporting education programs across 15+ European countries.
• Designed and maintained operational and program tracking tools used for monitoring, evaluation, and management decision-making.
• Led implementation and support of organisational technology systems, improving reliability, user adoption, and day-to-day productivity.
• Improved regional service delivery at SURF Kenya by streamlining ticket handling, engineer scheduling, and equipment tracking processes.

PROFESSIONAL EXPERIENCE:

SURF Kenya - Office Manager /Operations
Kisumu Kenya
April 2017 - February 2018

• Coordinated regional telecommunications operations and technical teams across Western Kenya.
• Managed scheduling, ticket escalation, and installation targets for field engineers.
• Oversaw equipment tracking, procurement support, and virtual warehouse records.

- Supported HR and finance operations at regional level.
- Improved internal processes for ticket resolution, customer service, and quality control.
- Organised staff training sessions, performance reviews, and corporate meetings.
- Served as main point of contact for client and partner communications.

- ***Type of business or sector:*** *Telecommunications*

Roma Education Fund - IT Officer (Programs)
Budapest, Hungary
September 2011 – June 2016

- Led ICT support for international education programs across 15+ European countries.
- Managed organisational systems, user accounts, servers, and program databases.
- Designed spreadsheets and reporting tools for monitoring program performance and funding utilisation.
- Supported international staff and students with remote technical assistance and system training.
- Participated in program evaluations using outcomes-based data analysis approaches.
- Oversaw technology procurement, vendor coordination, and system rollouts.
- Strengthened data communication workflows and reduced operational downtime.
- Supported budgeting, audits, and internal reporting in collaboration with finance teams.

- ***Type of business or sector:*** *International NGO - Education*

KEMRI / U.S. CDC - Data Analyst
Rotavirus & Malaria Studies (055/058)
Kisumu / Siaya counties
2008 - 2011

- Managed, cleaned, and validated clinical and surveillance datasets for large-scale malaria and rotavirus studies.
- Supported electronic and field data collection using ODK and structured reporting tools.
- Conducted routine data quality audits and resolved discrepancies with field teams and clinicians.
- Prepared weekly and monthly analytical reports for study investigators and project leads.
- Collaborated with epidemiologists, laboratory staff, and monitoring teams to ensure data integrity and protocol compliance.
- Supported secure data storage, backups, and documentation in line with CDC research standards.

- ***Type of business or sector:*** *Medical research*

EDUCATION:
Diploma in Information Technology
Jomo Kenyatta University of Agriculture & Technology (JKUAT) - Nairobi, Kenya

TECHNICAL TOOLS
- Microsoft Excel, LibreCalc, Office 365, Sharepoint
- ODK, JIRA, Odoo, EveryLayer
- Active Directory, Microsoft Exchange
- Windows & macOS Client/Server environments
- Basic SQL / HSQLDB, Git (SourceTree)
- Snagit, Camtasia, Balsamiq

References
Available upon request.