

FELIX OMEGA MULOMA

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Digital Systems & IT Support Specialist

Enterprise Applications, End-User Support & Global Humanitarian Context

PROFESSIONAL SUMMARY

Digital systems and IT support professional with over 10 years of experience leading enterprise application programs, managing multi-country system rollouts, and driving change management initiatives across humanitarian, healthcare, and service-driven environments. Proven track record supporting enterprise platforms—including EMR, ERP, Integra, and Workday—alongside the underlying IT infrastructure that keeps organizations running, from networks and servers to end-user devices and peripherals. Brings a strong service-oriented mindset with hands-on experience in program coordination, stakeholder engagement, user adoption, troubleshooting, access management, ticketing, and vendor coordination, ensuring staff are productive and systems remain stable in both office and field settings. Highly effective in multi-country, multi-stakeholder humanitarian contexts, working with clinicians, program teams, administrators, donors, and government partners to deliver practical, well-documented solutions that improve system reliability, data quality, and user confidence in complex and resource-constrained environments.

CORE SKILLS & STRENGTHS

- End-user IT support, device setup, and troubleshooting
- Program management of multi-country enterprise application deployments
- IT infrastructure support (networks, servers, user devices)
- EMR, ERP, Integra & Workday support and rollout coordination
- ServiceNow ticketing, issue tracking & SLA management
- Google Workspace administration (accounts & email)
- UAT planning, execution, documentation, rollout & user training
- Change management, rollout coordination, and user adoption support
- Data quality, reporting & system integration
- Data governance, risk management, and compliance support
- System integrations and alignment across multiple platforms
- Training delivery and ongoing user support in multi-country contexts
- Stakeholder engagement and cross-functional coordination

SOFT SKILLS

- Service-oriented, calm problem-solver

- Strong stakeholder & vendor coordination
- Effective change management and user enablement
- Adaptable in multicultural, resource-constrained environments

PROFESSIONAL EXPERIENCE

Electronic Medical Records (EMR) Program Manager / Systems Support

International Rescue Committee (IRC) – Kenya | 2021 – 2025

- Led multi-country enterprise application programs (EMR, Integra, Workday) from requirements gathering through rollout, contributing to requirements discussions, testing activities, documentation, and user readiness for system changes.
- Designed, set up, and supported EMR infrastructure, including local networks, servers, user PCs, and peripheral devices to ensure stable, secure, and reliable system availability at facility level.
- Acted as a functional bridge between systems end users across clinical, program, operations, and technical teams to clarify requirements and ensure systems supported real operational workflows.
- Coordinated testing cycles and User Acceptance Testing (UAT) activities for system changes, capturing feedback, tracking issues, and supporting timely resolution.
- Developed and maintained SOPs, user guides, and process documentation to support consistent system use and long-term sustainability.
- Provided ongoing system and IT support to users, including access management, troubleshooting, and coordination with internal technical teams and external vendors.
- Strengthened data governance and data quality practices, improving consistency and reliability of system data used for reporting and decision-making.
- Delivered structured training sessions and hands-on support to users across multiple countries, driving user adoption and change readiness in diverse humanitarian contexts.

Client Service Manager & HMIS Implementation Lead

Intersoft Technologies Consulting – East Africa | 2016 – 2021

- Delivered end-to-end enterprise application implementations for HMIS, EMR, and ERP platforms, including administrative and HR-related modules supporting staff records, approvals, and operational workflows.
- Designed, deployed, and supported hospital ICT and EMR infrastructure, including networks, servers, user workstations, and peripheral devices across client facilities.

- Worked directly with clinical, program, and administrative teams to understand operational and onboarding processes and reflect them accurately within system configurations.
- Facilitated requirements gathering, configuration reviews, testing, and rollout activities across client organizations in Kenya, Uganda, DR Congo, and Rwanda.
- Coordinated multi-stakeholder UAT sessions, documented feedback, and supported resolution of configuration and infrastructure-related issues.
- Prepared system documentation and delivered user training to improve confidence, consistency, and adoption of enterprise systems.
- Supported organizations through system transitions, managing change, user adaptation, and evolving reporting requirements.

IT Manager (Systems & Infrastructure Support)

Hotel Kipepeo Ltd – Nairobi | 2012 – 2016

- Designed, set up, and maintained local IT and network infrastructure, including servers, user PCs, printers, and peripheral devices supporting business operations.
- Oversaw enterprise systems supporting administrative and HR-related functions.
- Managed user access, system permissions, backups, and basic data integrity and security controls.
- Provided day-to-day on-site IT support, troubleshooting hardware and software issues, and maintaining documentation for business systems.

EDUCATION

MBA, Project Management – Africa Nazarene University (2025)

BSc, Information Technology – Mount Kenya University (2023)

Diploma, Information Technology – JKUAT (2011)

CERTIFICATIONS & TRAINING

- Project Management for Development Professionals (PMD Pro) – KAYA
- Monitoring & Evaluation in Global Health – University of Washington
- Data Management & Analysis – APHL/CDC
- Compass Leadership Program – Harvard Business School (HBS) / IRC
- Project Management Certificate – Corporate Training Centre
- Information Security Awareness – KAYA

TECHNICAL SKILLS

- Enterprise Platforms: EMR, HMIS, ERP, Integra, Workday (program management, support & multi-country rollout)
- Systems Delivery: Requirements, UAT, configuration, rollout, documentation
- Data & Insights: SQL, Power BI, Tableau, data quality & reporting
- Tools: Jira, Confluence, Trello, MS Project, Agile/Scrum
- Security & Access: User access control, data protection, security awareness
- Program & Stakeholder Management: Change management, SLA oversight, cross-functional coordination

FLAGSHIP PROJECTS

- **National Surveillance Integration:** Led EMR integration with KHIS/DHIS2 alongside CDC & MoH partners, enabling near real-time national health reporting and strengthened data governance.
- **Hospital & Enterprise Automation:** Oversaw multi-site enterprise application delivery and secure infrastructure upgrades across multiple facilities.
- **Hospital ERP & EMR Delivery:** Implemented end-to-end hospital systems aligned with MoH reporting, infrastructure, and compliance standards.
- **GBV Digital Case System:** Deployed secure EMR-based GBV reporting across 15 clinics, strengthening survivor data protection and system adoption.
- **Multi-Country ERP Rollout:** Standardized ERP processes across 200+ facilities in Kenya, Rwanda, and DRC, supporting operational consistency and reporting.

REFERENCES

1. Mr. Henry Kiduyu
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International Rescue Committee (IRC), Kakuma
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2. Mr. Moses Gitahi
Managing Director
Intersoft Technologies Consulting (E.A.) Ltd
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