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SUMMARY

ICT4D Director and Senior Project Manager with 15+ years driving digital transformation initiatives across Sub-Saharan Africa and North America regions.

- **Digital Transformation Leadership:** Led enterprise-wide technology modernization initiatives serving 780,000+ beneficiaries across 13 refugee settlements, achieving 92% user adoption rates and 79% improvement in reporting efficiency.
- **Strategic Project Management:** Managed \$2.5M+ in multi-country digital health programs, coordinating with 15+ international partners including UNICEF, WHO, and national health ministries while maintaining 95% budget compliance.
- **ICT Infrastructure & Cloud Architecture:** Designed and deployed scalable AWS-based platforms, Office365 migrations, and hybrid cloud solutions supporting 4,000+ concurrent users across geographically distributed locations.
- **Cross-Cultural Stakeholder Management:** Facilitated strategic partnerships across government agencies, UN organizations, and private sector partners in Uganda, Liberia, Kenya, Nepal, Malawi, and Burundi.
- **Organizational Development & Team Leadership:** Founded and scaled technology organizations from startup to 14-person enterprises, establishing governance frameworks and achieving 30% year-over-year growth.

COMPETENCIES

- Digital Transformation & Innovation
- Enterprise Project Management (PMP®)
- ICT Infrastructure & Cloud Architecture
- Strategic Partnerships & Stakeholder Management
- Cross-Cultural Team Leadership
- Budget Management & Financial Planning
- Digital Health Systems & mHealth
- Agile & Waterfall Methodologies

PROFESSIONAL EXPERIENCE

Founder & Chief Technology Officer | Guild Digital Foundation | Edmonton, Canada | Aug 2021 - Dec 2024, PT 60Hrs/Week, Hybrid
[Guild Digital Foundation is a technology startup that adapts digital public goods for sustainable innovative digital health solutions for refugee communities across Uganda.] Served as Founder and CTO responsible for strategic technology leadership, product development, and organizational growth of a digital health startup serving refugee populations across 13 settlements in Uganda.

- **Digital Health Platform Development:** Led end-to-end development of rCHMIS platform serving 1,200 Village Health Teams across 13 refugee settlements, improving healthcare access for 810,000+ refugees with 92% user adoption rate.
- **Technology Architecture & Infrastructure:** Designed scalable AWS cloud infrastructure supporting Android applications, web dashboards, and real-time analytics, ensuring 99.8% uptime and seamless offline-to-online data synchronization.
- **Strategic Partnership Development:** Established partnerships with 7+ international organizations including UNHCR, Medic, Dimagi, and ONA, reducing implementation costs by 42% through collaborative technology sharing agreements.
- **Organizational Leadership & Growth:** Scaled organization from concept to 14-person enterprise with established governance structures, securing \$140,000+ in multi-year funding and achieving recognition as UNHCR best practice model.
- **Cross-Functional Project Management:** Applied Agile and Waterfall methodologies to manage concurrent development streams, reducing deployment timelines by 20% while maintaining strict quality assurance standards.
- **Capacity Building & Training:** Developed comprehensive training programs for 600+ health workers, supervisors, and stakeholders, achieving 95% competency rates and ensuring sustainable technology adoption.
- **Performance Metrics & Analytics:** Implemented KPI frameworks and Power BI dashboards improving data transparency by 70%, enabling real-time decision-making and reducing reporting errors by 65%.
- **Innovation & Research Leadership:** Conducted user research with 27 Village Health Teams, driving product improvements that reduced task completion time by 37% and enhanced user satisfaction to 88%.

Consultant & Director, Digital Health | Last Mile Health | Monrovia, Liberia | Jan 2023 - Aug 2024, FT, 48 Hrs/Week, OnSite

[Last Mile Health is an NGO supporting primary healthcare delivery by community workers in Liberia, Malawi, Ethiopia, and Sierra Leone.] Served as Director, Digital Health responsible for leading nationwide digital transformation strategy, managing cross-functional teams, and overseeing implementation of community health information systems across Liberia.

- **Nationwide Digital Health Implementation:** Led deployment of eCBIS platform for 4,000 Community Health Workers across 4 counties, digitizing healthcare services for 1.5 million rural residents with 95% user confidence ratings.
- **Strategic Stakeholder Coordination:** Managed relationships with the Ministry of Health, 4 regional governments, international donors, and implementation partners, ensuring alignment of national healthcare digital health initiatives.
- **Budget & Resource Management:** Oversaw \$1.3 million departmental budget across two years, maintaining cost efficiency within 5% of projections while maximizing program impact and sustainability.
- **Technical Architecture Leadership:** Directed adoption of OpenSRP2 FHIR standards, enhancing interoperability with national health systems and enabling real-time data synchronization across multiple platforms.
- **Team Development & Management:** Led cross-functional teams of technical, operational, and field staff, implementing performance management systems that improved team productivity by 25% and reduced project variances.
- **Training & Capacity Building:** Designed and executed comprehensive digital literacy programs, improving smartphone proficiency by 15% among health workers and achieving 100% trainer confidence in system deployment.
- **Risk Management & Quality Assurance:** Established risk mitigation frameworks reducing operational risks by 40%, while implementing quality assurance protocols that decreased system failures by 15% during pilot phases.
- **Strategic Leadership Contribution:** Served on the Senior Management Team contributing to organizational strategy, policy development, and fundraising initiatives that secured additional \$500,000 in program funding.

Senior Project Manager/Partnership Specialist | Medic | Multiple Locations | Jan 2018 - Dec 2022, FT, 48 Hrs/Week, Hybrid
[Medic is the technology steward of the Community Health Toolkit, a digital public good used in community health information systems around the world.] Served in multiple roles including Senior Project Manager, Relationship Manager, and Partnership Specialist responsible for implementing Community Health Toolkit deployments across Uganda, Burundi, Kenya, Nepal, and Malawi.

- **Multi-Country Program Management:** Led Community Healthtoolkit implementations across 5 countries, coordinating with national health ministries and supporting integrated digital health solutions for 13,000+ Community Health Workers.
- **Strategic Partnership & Fundraising:** Secured \$1.7 million in grants through partnerships with UNICEF, USAID, Rockefeller Foundation, and government agencies, maintaining relationships across diverse cultural and organizational contexts.
- **National Health System Integration:** Facilitated adoption of CHT as Uganda's national eCHIS platform, ensuring interoperability with DHIS2 and compliance with Ministry of Health technical standards and data governance requirements.
- **Technical Training & Deployment:** Led digital health training programs across 6 districts, training 2,100+ Village Health Teams and improving data collection efficiency by 30% through standardized deployment methodologies.
- **Cross-Cultural Project Coordination:** Managed concurrent projects across Uganda (4,100 CHWs), Kenya (1,000 VHTs), Nepal (400 health workers), and Malawi (500 CHWs), adapting solutions to local healthcare contexts and regulatory needs.
- **Quality Assurance & Compliance:** Established QA frameworks ensuring 98% compliance with Ministry of Health requirements and donor specifications, while maintaining system reliability across diverse technical environments.
- **Resource Optimization & Efficiency:** Optimized resource allocation across multiple programs, achieving 95% budget compliance while improving operational efficiency by 20% through strategic workforce planning and tech standardization.
- **Knowledge Management & Documentation:** Developed comprehensive technical documentation, implementation guides, and best practice frameworks, contributing to global Community Healthtoolkit knowledge base and ecosystem growth.

Founder & Lead Coach | Kampala Leadership Hub LTD | Edmonton & Kampala | Aug 2017 - Dec 2024, PT, 20Hrs/Week, OnSite
[Management consultancy dedicated to nurturing effective leadership through executive coaching and tailored development programs across multiple sectors.] Served as Founder and Lead Coach responsible for business development, program design, and organizational growth of a management consultancy serving clients across East Africa and North America.

- **Business Development & Market Expansion:** Founded profitable management consultancy achieving 30% year-over-year revenue growth, expanding from Uganda to serve multinational clients across East Africa and North American markets.
- **Program Design & Implementation:** Developed flagship 8-week Executive Management Coaching program delivered to 200+ managers across multiple industries, achieving documented performance improvements in 85% of participants.

- **Financial Management & Sustainability:** Established multi-revenue stream business model combining coaching, workshops, and organizational development services, maintaining profit margins averages without external capital needs.
- **Strategic Partnership Development:** Cultivated partnerships with multinational corporations, educational institutions, and nonprofit organizations, achieving 85% client retention rate and sustainable growth through strategic referral networks.
- **Brand Development & Market Positioning:** Created distinctive brand identity and thought leadership position, becoming recognized authority in management development across technology, healthcare, and nonprofit sectors.
- **Team Building & Talent Development:** Recruited, trained, and retained high-performing team of associates and facilitators, developing capacity for simultaneous multi-client engagements while maintaining consistent quality standards.
- **Operational Excellence & Process Development:** Established scalable operational frameworks supporting consistent service delivery across multiple locations, enabling business continuity during global disruptions including COVID-19.
- **Innovation & Intellectual Property:** Developed proprietary coaching methodologies integrating contemporary leadership frameworks with practical management tools, creating competitive advantage and unique market positioning.

Alumni Program Manager | Global Health Corps | New York City, USA | Aug 2016 - Mar 2018, FT 40Hrs/Week, Onsite
[Global Health Corps runs yearlong leadership fellowships, training diverse young leaders for health roles across six countries.] Served as Alumni Program Manager responsible for designing and implementing global alumni engagement strategy, managing program budgets, and coordinating leadership development initiatives across 35 countries.

- **Global Program Strategy Development:** Designed comprehensive Alumni Program Strategy serving 800+ fellows across 35 countries, creating sustainable engagement pathways and long-term community building frameworks.
- **Budget & Resource Management:** Managed \$250,000 program budget supporting 12 alumni chapters across multiple continents, ensuring efficient resource allocation and measurable impact over an 18-month implementation cycle.
- **Leadership Development Coordination:** Facilitated McKinsey Academy management training for 50+ alumni, enhancing leadership competencies through structured curriculum and peer-to-peer learning methodologies.
- **International Event Management:** Organized 3 Alumni Leadership Summits in Malawi, Rwanda, and USA, plus 3 fellow retreats across Uganda, USA, and Tanzania, strengthening global network engagement and collaboration.
- **Talent Pipeline & Recruitment:** Led recruitment and selection processes for 30 Ugandan fellows, implementing comprehensive evaluation criteria and community mentorship programs pairing 100+ alumni annually.
- **Community Engagement & Retention:** Developed alumni engagement strategies achieving 75% active participation rates across global chapters, creating sustainable peer networks and professional development opportunities.
- **Program Evaluation & Impact Assessment:** Implemented measurement frameworks tracking alumni career progression, leadership development, and community impact, demonstrating program ROI to stakeholders and funders.
- **Cross-Cultural Program Adaptation:** Adapted program delivery methodologies for diverse cultural contexts across Africa, Asia, and Americas, ensuring culturally relevant and locally impactful leadership development approaches.

ICT Manager | Watoto Ministries | Kampala, Uganda | Aug 2014 - Jul 2016, FT, 40Hrs/Week, Hybrid
[Faith-based group of companies with 1,600 staff serving 33,000 weekly congregants across 17 locations and 3,500 orphaned children in 4 sites.] Served as ICT Manager and Senior Management Team member responsible for technology infrastructure, digital transformation initiatives, and ICT governance across 11 sites serving 800+ users.

- **Enterprise Cloud Migration Leadership:** Successfully led migration from on-premises infrastructure to Office365 for 1,200 users, improving collaboration efficiency by 40% while reducing IT operational costs by 25%.
- **ICT Infrastructure & Systems Management:** Directed comprehensive ICT infrastructure supporting 11 sites with 800 users, including servers, networks, security protocols, and end-user computing environments.
- **Budget Management & Vendor Relations:** Managed \$200,000 annual ICT budget and vendor contracts, implementing cost optimization strategies while maintaining service quality and ensuring regulatory compliance.
- **Workforce Development & Training:** Launched ICT Internship Program achieving 71% graduate retention rate, while developing formal training curricula that standardized ICT competencies across organizational units.
- **Strategic Planning & Digital Transformation:** Participated in organizational health assessments and strategic planning initiatives, contributing technology perspective to enterprise-wide improvement and modernization efforts.

- **Process Improvement & Efficiency:** Conducted comprehensive business process analysis using Google Forms to analyze 13,000+ records, identifying optimization opportunities and implementing workflow improvements.
- **IT Governance & Policy Development:** Established ICT policies, procedures, and governance frameworks aligning technology investments with organizational objectives and ensuring compliance with industry standards.
- **Team Leadership & Development:** Led team of 6 staff and 5 interns, implementing performance management systems and professional development programs that improved team productivity and job satisfaction.

ICT Manager | Clarke International University | Kampala, Uganda | Aug 2010 - Jul 2013, FT 48Hrs/Week, OnSite

[Clarke International is a premier private university with 45 staff and 800 students, serving as a teaching site for one of Kampala's leading private healthcare providers.] Served as ICT Manager and Senior Management Team member responsible for university-wide technology infrastructure, e-learning platforms, and digital transformation supporting 1,200+ staff and students.

- **Educational Technology Infrastructure:** Designed and maintained comprehensive server infrastructure including CentOS Mail Server and Ubuntu Servers supporting Moodle E-Learning, Koha Library services, and proxy servers.
- **Enterprise Cloud Migration:** Led migration of university email systems to Google Apps for Education affecting 1,500+ users, improving collaboration capabilities and reducing infrastructure maintenance costs by 30%.
- **Strategic ICT Planning & Governance:** Participated in senior management strategic planning for 3 years, contributing to cohesive infrastructure strategy enabling efficient business processes and supporting academic excellence.
- **Network Infrastructure & Performance:** Oversaw network infrastructure serving 1,200 staff and students across 2 campus locations, ensuring 99.5% uptime and optimal performance for academic and administrative operations.
- **Digital Presence & Web Development:** Implemented university website (Drupal), intranet (Joomla), and established social media presence across 3 platforms, enhancing institutional visibility and stakeholder communication.
- **IT Asset Management & Procurement:** Coordinated hardware and software procurement for 100+ workstations, implementing standardized configurations and lifecycle management reducing total cost of ownership.
- **Local Infrastructure Optimization:** Established local software mirror for Ubuntu distributions, improving software accessibility and reducing internet bandwidth consumption by 40% across campus networks.
- **Policy Development & Budget Management:** Developed ICT policies and procedures while overseeing \$100,000 annual technology budget, ensuring alignment with academic objectives and regulatory compliance requirements.

IT Manager | Uganda Chartered HealthNet | Kampala, Uganda | Aug 2008 - Jul 2010, FT 40Hrs/Week, Onsite

[Uganda Chartered HealthNet provides technology deployment services for frontier digital health deployment in rural Uganda on behalf of the Ministry of Health.] Served as IT Manager responsible for implementing Uganda Health Information Network (UHIN) infrastructure, managing mobile device deployments, and coordinating digital health initiatives across rural health facilities.

- **Health Information Network Implementation:** Led UHIN infrastructure deployment improving data exchange and reporting capabilities across rural Uganda's health facilities, connecting 21 data collection points with central systems.
- **Mobile Device Management & Field Operations:** Managed 150+ PDAs and smartphones for health data collection, ensuring reliable connectivity and performance across challenging rural environments with limited infrastructure.
- **Multi-Country Technical Leadership:** Provided technical oversight for digital health initiatives across Uganda, Kenya, Nepal, and Malawi, adapting systems for diverse regulatory environments and health system contexts.
- **Data Architecture & Protocol Design:** Designed efficient data transfer protocols enabling secure synchronization between field devices and central servers, ensuring timely and accurate health information flow.
- **Government Partnership & System Integration:** Collaborated with the Ministry of Health to integrate UHIN with national health information systems, aligning technology deployments with government health priorities and standards.
- **Innovation Recognition & Impact:** Received AED-Satellite Achievement Award for innovative digital health solutions strengthening Uganda's public health data infrastructure and improving healthcare delivery in underserved areas.
- **Technical Documentation & Training:** Created comprehensive system documentation and training materials supporting deployment, maintenance, and knowledge transfer for sustainable technology adoption across health facilities.
- **Field Research & User Experience:** Conducted extensive field research to understand healthcare worker needs and challenges, driving user-centered design improvements that increased system adoption and efficiency.

EDUCATION & CERTIFICATIONS

Master of Business Administration (MBA), International Business

Amity University, India | Dec 2016

Postgraduate Diploma in Information Technology

Amity University, India | Dec 2011

Bachelor of Science (Computer Science)

Makerere University, Kampala, Uganda | Oct 2006

Professional Certifications:

- Data Landscape of GenAI for Project Managers, PMI Institute, 2025
- AI For Project Managers, PMI Institute, 2025
- Machine Learning Exploration Program, Alberta Machine Intelligence Institute, 2025
- Intermediate First Aid & CPR (Level C), Second Chance, 2024
- Certified in Governance of Enterprise IT (CGEIT), ISACA, 2024
- Project Management Professional (PMP®), PMI Institute, 2023
- Finance for Non-Finance Managers, ACCLAIM, 2023
- Digital Health: Planning National Systems, Tech Change and WHO, 2021
- Black Executive Leadership Program, McKinsey & Company, 2021
- Creative Commons Certification, 2019
- Problem Solving, McKinsey & Company, 2019
- ITILv4 Foundation Certification, 2018

PROFESSIONAL ASSOCIATIONS & VOLUNTARY WORK

- Project Management International - Edmonton, AB Chapter
- ISACA - Edmonton, AB Chapter
- Edmonton Data Science Community
- ICT Association of Uganda - Founding Member
- Creative Commons - Uganda Affiliate, 2023 Summit Program Team
- Free Software and Open Source Foundation for Africa - Council Member and Chair (2010-2018)
- mHealth and Health Information Systems Working Groups
- Peer Working Group - Climate and Digital Health

TECHNICAL SKILLS

- Project Management & Collaboration: JIRA, MS Project, Asana, Trello, Microsoft Teams, Zoom, Slack, Google Workspace
- Development & DevOps: GitHub, GitLab, Bitbucket, AWS, Google Cloud Platform, Azure DevOps
- Analytics & Business Intelligence: Power BI, Tableau, Superset, Klipfolio, DHIS2, Excel Advanced
- Digital Health Platforms: Community Health Toolkit (CHT), CommCare, OpenMRS, OpenSRP, DHIS2
- Database & Data Management: MySQL, PostgreSQL, MongoDB, FHIR Standards, HL7 Integration
- Cloud & Infrastructure: AWS (EC2, S3, RDS), Google Cloud Platform, Office365, Linux Administration
- Design & Documentation: MIRO, Figma, Lucidchart, Draw.io, Notion, SharePoint, Confluence
- Enterprise Systems: Salesforce, HubSpot, Microsoft Dynamics, QuickBooks Enterprise, Zoho Business
- Security & Compliance: SOC 2, PCI DSS, ISO 27001 frameworks, GDPR compliance
- Methodologies: Agile, Scrum, Kanban, Waterfall, ITIL, DevOps, Human-Centered Design