

**Kafumukache Besa Bwalya**

Email: [kabebwal@gmail.com](mailto:kabebwal@gmail.com) | Phone: +260 976 827 371

LinkedIn: <https://www.linkedin.com/in/kafumukache-besa-bwalya-90909a17/>

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**Objective**

Strategic ICT leader with over a decade of experience in driving digital innovation, system integration, and ICT infrastructure management. Passionate about aligning technology solutions with organizational goals to enable business growth, enhance operational efficiency, and deliver sustainable value. Expertise in research-driven technology adoption, risk management, and resource optimization positions me to lead ICT innovation and strategic planning for public or private sector organizations.

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**Professional Summary**

Dynamic and results-driven ICT Specialist with extensive experience in designing, developing, and managing integrated business systems. Proven ability to lead research and innovation initiatives, optimize system performance, and deliver strategic solutions that align with organizational objectives. Recognized for developing clear policies and standards, driving business process improvement, and managing cross-functional teams to deliver high-impact ICT projects. Committed to balancing technical requirements with business outcomes to foster sustainable growth.

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**Professional Experience****Principal ICT Officer**

Ministry of Infrastructure, Housing & Urban Development

*2018 – Present*

- Led the development and implementation of integrated ICT systems, aligning IT strategy with organizational goals to drive growth and operational efficiency.

- Provided leadership in ICT innovation and policy development, advising senior management on emerging trends and their strategic implications.
- Designed and developed scalable systems with user-friendly features, ensuring smooth software upgrades and comprehensive technical documentation.
- Spearheaded business continuity initiatives, enhancing system availability and resilience through risk management strategies and optimized resource allocation.

**Principal ICT Officer (Attached)**

SMART Zambia Institute

*2017 – 2018*

- Oversaw the development of secure, integrated e-government systems, providing strategic leadership on innovation projects that improved service delivery and accessibility.
- Collaborated with stakeholders to define clear system development requirements, driving policy alignment with organizational goals.
- Conducted continuous research on ICT innovations, identifying and implementing business improvement opportunities across government services.

**Principal Software Engineer**

Ministry of Health - Cancer Diseases Hospital

*2015 – 2018*

- Designed, developed, and integrated healthcare IT systems, enhancing service delivery through effective database management and system optimization.
- Led teams to deliver innovative IT solutions, aligning technology strategies with business outcomes to improve operational efficiency.
- Created comprehensive user and technical documentation, enabling seamless adoption and continuous improvement of digital tools.

**Network Telecom Analyst**

Office of the Auditor General

*2011 – 2015*

- Provided leadership in network design and system integration projects, enhancing the organization's digital infrastructure and service delivery.

- Conducted evaluations of technology costs versus benefits, ensuring optimal utilization of resources and maximizing organizational value.
  - Collaborated with stakeholders to ensure seamless system upgrades, compliance with ICT standards, and effective risk management.
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## **Education**

### **Master of Engineering Science in Management of Information Systems**

Transport and Telecommunication Institute, Latvia (In Progress, 2022 - 2025)

### **Master of Science in Service Innovation & Management**

University of Jyväskylä, Finland (2014 - 2017)

### **Bachelor of Science (Hons) in Information Technology**

University of Wolverhampton, UK (2007 - 2010)

### **NCC Education UK - International Advanced Diploma in Computer Studies (IADCS)**

ZCAS, Zambia (2004 - 2006)

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## **Certifications**

- Emerging Technology for Digital Transformation | ITU Academy | 2024
  - Digital Health Planning for National Systems | TechChange | 2024
  - Certified Information Systems Security Professional (CISSP) | 2023
  - Certified Information Security Manager (CISM) | 2021
  - Foundations of User Experience (UX) Design (Coursera) | 2024
  - Business Analysis & Process Management (Coursera) | 2023
  - Digital Transformation for Sustainable Development (UN Systems Staff College) | 2023
  - Certificate in Business Analysis Career Start | Charles Sturt University | 2020
  - Specialized Training Program in Telemedicine & Medical Informatics | CDAC India | 2017
  - Project Management Certificate | CPA College, |2009
-

## Key Skills

- **ICT Strategy & Innovation Leadership:** Proven expertise in leading research-driven technology initiatives and aligning IT strategies with business objectives.
- **Database Management & Optimization:** Skilled in ensuring the optimal performance of corporate databases and information systems to support business continuity and growth.
- **Risk Management & Resource Optimization:** Adept at evaluating technology investments, balancing costs and benefits, and managing risks to enhance service delivery and system resilience.
- **Strategic Planning:** Ability to develop and implement digital health strategies at national levels.
- **Policy Development:** Skills in creating and coordinating policies to support digital health initiatives.
- **Project Management:** Proficiency in managing digital health projects from inception to completion.
- **Stakeholder Engagement:** Experience in collaborating with various stakeholders, including government agencies, healthcare providers, and technology partners.
- **Innovation in Health Systems:** Knowledge of integrating innovative technologies into health systems to enhance efficiency and effectiveness.
- **Cross-Functional Team Leadership:** Strong ability to manage diverse teams and collaborate with internal and external stakeholders to drive business improvement.
- **Technical Documentation & Policy Development:** Experienced in creating clear technical and user documentation, developing standards, and contributing to policy recommendations.

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## Professional Memberships

- Member, Information and Communications Technology Association of Zambia (ICTAZ)

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## Languages

- English: Advanced Proficiency

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## References

Available upon request

## TRANSCRIPT

Riga

July 09. 2024.

Nr. 06-24/301

**Kafumukache Besa Bwalya**

personal code 281178-00000

during studies from 27.09.2022. till 09.07.2024.

**in the Transport and Telecommunication Institute  
according to distance learning study programme  
"Management of Information Systems" - 45482**

has passed the following examinations and tests:

Nr.	Course	Lecturer	Credit points		Assessment	Examination date
			Latvian	ECTS		
1.	Quality Models of Software and Information Systems (QM SIS)	Professor, Dr. sc. ing. Boriss Mišņevs	4	6	10 (with distinction)	05.11.2022.
2.	Theory of System and System Analysis	Professor, Dr. habil. sc. ing. Igors Kabaškins	4	6	9 (excellent)	02.12.2022.
3.	Project Management and Financing	Professor, Dr. oec. Inna Stecenko	4	6	8 (very good)	28.12.2022.
4.	Information Systems and Technologies	Guest associate professor, Dr. sc. ing. Aleksandrs Krivčēnkovs	4	6	8 (very good)	04.01.2023.
5.	Research Methodology	Professor, Dr. habil. sc. ing. Igors Kabaškins	2	3	10 (with distinction)	12.01.2023.
6.	Cybersecurity	Lecturer, Mg. sc. comp. Elena Revzina	2	3	9 (excellent)	01.06.2023.
7.	Business Process Management and Modelling	Professor, Dr. sc. ing. Mihails Savrasovs	4	6	9 (excellent)	07.06.2023.
8.	Pedagogics and Psychology	Guest associate professor, Dr. psych. Ishgalei Ishmuhametov	2	3	8 (very good)	15.06.2023.
9.	Intelligent Systems-1	Assistant professor, Dr. sc. ing. Jeļena Kijonoka	4	6	8 (very good)	16.06.2023.
10.	Data Mining	Professor, Dr. sc. ing. Irina Jackiva	4	6	6 (almost good)	27.06.2023.
11.	Business Intelligence & Data Quality	Professor, Dr. sc. ing. Mihails Savrasovs	2	3	7 (good)	22.12.2023.
12.	Annual Paper "Business Intelligence & Data Quality"	Professor, Dr. sc. ing. Mihails Savrasovs	2	3	8 (very good)	22.12.2023.
13.	Financial Management	Professor, Dr. oec. Irina Kuzmina-Merlino	4	6	8 (very good)	27.12.2023.

Nr.	Course	Lecturer	Credit points		Assessment	Examination date
			Latvian	ECTS		
14.	Information Technology Project Management	Lecturer, Mg. sc. comp. Karina Kostjina	4	6	8 (very good)	28.12.2023.
15.	Course Project "IT Project Management"	Lecturer, Mg. sc. comp. Karina Kostjina	2	3	7 (good)	28.12.2023.
16.	Research Seminar I	Professor, Dr. sc. ing. Irina Jackiva	2	3	7 (good)	10.01.2024.
17.	Legislation for Information Technologies	Lecturer Jurijs Mašošins	2	3	9 (excellent)	30.04.2024.
18.	Research Seminar II	Professor, Dr. sc. ing. Mihails Savrasovs	2	3	6 (almost good)	07.05.2024.
19.	Cloud Computing	Professor, Dr. sc. ing. Mihails Savrasovs	2	3	7 (good)	04.06.2024.
20.	Enterprise Information Systems	Professor, Dr. sc. ing. Mihails Savrasovs	4	6	9 (excellent)	04.06.2024.

Rector

J.Kanels



Nikolajeva 67100680





JYVÄSKYLÄN YLIOPISTO

UNIVERSITY OF JYVÄSKYLÄ  
FACULTY OF INFORMATION TECHNOLOGY

Bachelor of Science in Information Technology

**Kafumukache Besa Bwalya**

(28.11.1978) has completed the degree of Master of Science (kauppatieteiden maisteri) in the Programme provided for in the Government Decree on University Degrees 794/2004.

# MASTER OF SCIENCE

## (KAUPPATIETEIDEN MAISTERI)

The degree consists of the following studies:

### MAJOR SUBJECT

Information Systems Science; Advanced Studies ..... 110 ECTS ..... good

The Advanced Studies include the Master's Thesis *Innovation dynamics in the local television broadcasting industries: managing development in a rapidly shifting landscape*, approved with the grade of satisfactory.

LANGUAGE AND COMMUNICATION STUDIES ..... 10 ECTS

OTHER STUDIES ..... 23 ECTS

TOTAL SCOPE OF THE DEGREE ..... 143 ECTS

The degree was completed in the Master's Degree Programme in Service Innovation and Management (SIM) in which the language of instruction is English.

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OF THE ORIGINAL**



**certified  
true copy**

Signature	<i>[Signature]</i>
Print name	Hanna Kuusinen
Status	Study Secretary

REPUBLIC OF ZAMBIA  
MINISTRY OF JUSTICE

20 JAN 2020

Jyväskylä 18 December 2017

COMMISSIONER FOR OATHS  
50106, LUSAKA

Timo Tiihonen

Vice Dean

Eija Hatanpää

Head of Academic affairs



APPENDICES: 1



## APPENDIX 1

Kafumukache Besa Bwalya (28.11.1978)

In accordance with the Government Decree on University Degrees 794/2004:

The education leading to a master's degree is built on a bachelor's degree or education of a corresponding level. In the fields specified in the Government Decree, education for a master's degree may be organised without the inclusion of a separate bachelor's degree where appropriate in terms of the professional demands of the field. (Universities Act 558/2009)

A master's degree is a second-cycle university degree that consists of 120 ECTS credits (European Credit Transfer System). Courses are quantified according to the workload required. The average workload of one academic year is 1,600 working hours, which equals 60 ECTS credits.

The education leading to a master's degree provides the student with a good level of expertise in the major subject or in a corresponding study unit, as well as a basic level of expertise in the minor subjects, or a good knowledge of the advanced studies of the degree

programme. In addition, the education provides the student with the ability to apply scientific knowledge and methods, a readiness to work as an expert and developer in the field, the knowledge and skills needed for scientific postgraduate studies, and good language and communication skills. The education is based on scientific research and professional practices in the field.

To be awarded a master's degree, the student must complete advanced studies in the major subject or a corresponding study unit, or the advanced studies of a degree programme, as well as a supervised internship possibly included in the degree. The student must also complete sufficient studies in minor subjects, unless these have been completed in education leading to a bachelor's degree. Students in subject teacher education must complete studies in the subjects they will teach and teacher's pedagogical studies.

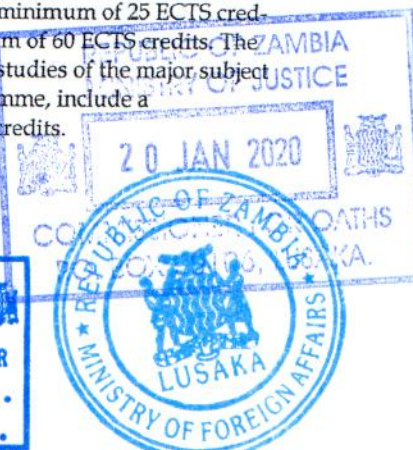
The scope of basic studies in a subject or in a corresponding study unit is a minimum of 25 ECTS credits. The basic studies and intermediate studies together constitute a minimum of 60 ECTS credits. The scope of advanced studies is a minimum of 60 ECTS credits. The advanced studies of the major subject or a corresponding study unit included in the degree, or of a degree programme, include a master's thesis (pro gradu) of at least 20 ECTS credits and at most 40 ECTS credits.

Grading of basic, intermediate and advanced studies

- Excellent (5)
- Very good (4)
- Good (3)
- Satisfactory (2)
- Sufficient (1)

certified true copy	
Signature	<i>Hanna Kuusinen</i>
Print name	Hanna Kuusinen
Status	Study Secretary

CERTIFIED AS AN AUTHENTIC DOCUMENT	
Sign:	<i>[Signature]</i>
Date:	17/1/2020





**TRANSCRIPT OF RECORDS**

Family name: Bwalya  
 First name: Kafumukache Besa  
 Student number: 3124210582  
 Date of birth: 28.11.1978

**Study rights:**

Type: Study right for bachelor's and master's degree studies  
 Target degree: Master of Science (Economics and Business Administration)  
 Major subject: Information Systems Science  
 Degree program: MDP in Service Innovation and Management  
 Faculty: Faculty of Information Technology  
 Validity: 1.9.2014 - 18.12.2017

**Degrees completed at the University of Jyväskylä:**

18.12.2017 Master of Science (Economics and Business Administration),  
 Faculty of Information Technology  
 Major subject: Information Systems Science  
 Extent of degree: 143 ECTS cr

**Studies completed for the degree of Master of Science (Economics and Business Administration):****Advanced Studies in Information Systems Science**

Completed on: 15.12.2017

Grade: Good

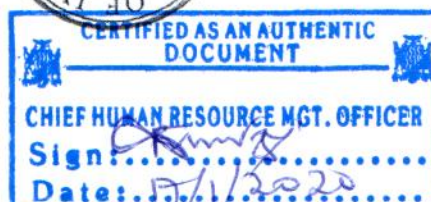
Courses included in the study module:

ITKS452	Requirements Engineering	15.12.2015	4	S	5 ECTS cr
ITKST57	Cyber Defence Strategy Analysis	24.3.2015	5	S	5 ECTS cr
TJTS502	Thesis	4.10.2016	2	S	30 ECTS cr
TJTS503	Maturity Test	15.12.2017	PASS	S	0 ECTS cr
TJTS504	Research Methods	1.9.2017	2	S	5 ECTS cr
TJTS505	Thesis Seminar	5.10.2016	PASS	S	5 ECTS cr
TJTS566	Digital Service Innovation and Design	28.11.2014	4	S	5 ECTS cr
TJTSD62	Social Media: Theory and Practice	31.12.2014	4	S	5 ECTS cr
TJTSM51	Information Security Management	20.5.2015	3	S	5 ECTS cr
TJTSM52	Digital Business and Emerging Technologies	13.5.2015	2	S	5 ECTS cr
TJTSM53	Project and Change Management	24.10.2014	3	S	5 ECTS cr
TJTSM54	Advanced Topics on Systems Development	28.11.2014	4	S	5 ECTS cr
TJTSM55	Information Systems Theories	24.11.2017	2	S	5 ECTS cr
TJTSM61	Business Analytics and Big Data Management	19.12.2014	4	S	5 ECTS cr
TJTSM63	Business Process Design and Management	18.12.2014	3	S	5 ECTS cr
TJTSM65	Information Privacy	21.5.2015	1	S	5 ECTS cr
TJTSS70	Cloud Computing	24.4.2015	3	S	5 ECTS cr
TJTST20	Information Systems Management	5.5.2015	3	S	5 ECTS cr

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*Kafumukache Besa Bwalya*



COMMISSIONER FOR OATHS  
 P.O. BOX 59103, LUSAKA.





110 ECTS cr

**Communication and Language Studies****Communication and language studies**

* MUU0009	Courses of your Choice Foreign University	31.12.2010	PASS	Y	5 ECTS cr
XENX009	Integrated Research Communication	1.4.2016	4	M	5 ECTS cr
					10 ECTS cr

**Other Studies****Cognitive Science**

KOGP111	Cognitive Science, Human and Technology	11.12.2014	3	P	3 ECTS cr
					3 ECTS cr

**Information Systems Science**

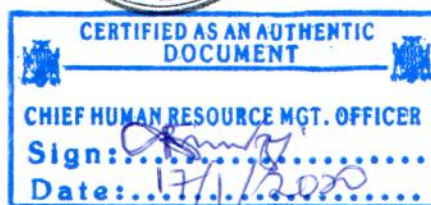
TJTA113	Development of Information Systems	19.12.2014	2	A	5 ECTS cr
					5 ECTS cr

**Mathematical Information Technology**

TIES327	Network Security	31.12.2014	4	S	5 ECTS cr
TIES410	Future Internet	18.11.2014	PASS	S	5 ECTS cr
TIES453	Introduction to Agent Technologies	23.3.2015	3	S	5 ECTS cr
					15 ECTS cr

**Maturity****Information Systems Science**

^ TJTS503	Maturity Test	15.12.2017	PASS	S	0 ECTS cr
<i>This course is attached to the degree via the study module (the scope is taken into account in the study module)</i>					

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OF THE ORIGINAL**Thesis***Amma*





## Information Systems Science

^ TJTS502	Thesis	4.10.2016	2	S	30 ECTS cr
<i>This course is attached to the degree via the study module (the scope is taken into account in the study module)</i>					
					0 ECTS cr


Total credits of studies not included in a degree	0 ECTS cr
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Credits in total	143 ECTS cr
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I HEREBY CERTIFY THE ABOVE TRANSCRIPT OF RECORDS

Jyväskylä 19.12.2017



Abbreviations:

Y=General Studies, P=Basic studies, A=Intermediate Studies, S=Advanced Studies, J=Licentiate and doctoral studies, M=Other studies

Courses marked with the \* sign are transferred from another institution of higher education.

<sup>1)</sup>The University of Jyväskylä has implemented the method to apply completed courses to degrees since autumn 2005, mainly from 1 August 2008. The method has been used comprehensively for degrees completed on 1 March 2016 and thereafter. Most courses completed before that have not been applied to a degree. Therefore, they are visible in the section for studies not included in a degree.

GRADING SCALE OF COURSES AND ASSIGNMENTS:

Excellent (A)	5
Very good (B)	4
Good (C)	3
Satisfactory (D)	2
Sufficient (E)	1

Pass (PASS)

Fail (FAIL)

The courses in Swedish as the second language are assessed only by the scale TT (satisfactory) and HT (good), because these courses, when completed as a part of degree, are also regarded as proof of the command of the second native language required of personnel in public bodies

ASSESSMENT OF THESES AND DOCTORAL DISSERTATIONS:

Excellent (A)	5
Very good (B)	4
Good (C)	3
Satisfactory (D)	2
Sufficient (E)	1

Laudatur	L
Eximia cum laude approbatur	E
Magna cum laude approbatur	M
Cum laude approbatur	C
Non sine laude approbatur	N
Lubenter approbatur	B
Approbatur	A

Pass = HYV

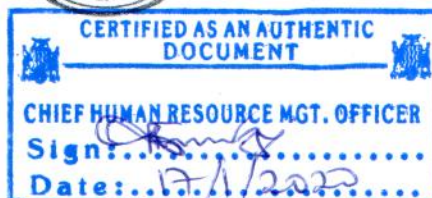
Good = H

Excellent = ER

Pass with honours = KH

Pass = HYV

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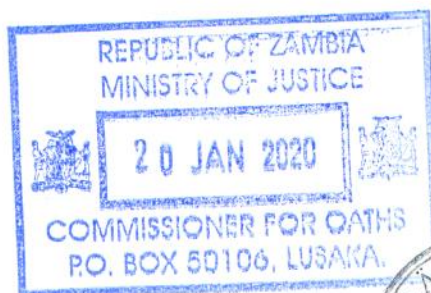




Degrees, courses and studies in general are measured in ECTS credits (opintopiste in Finnish). One year of full-time studies corresponds to an average input of 1,600 hours of work by the student and amounts to 60 ECTS credits.

A bachelor's degree is composed of 180 ECTS credits and can be completed in three years. A master's degree is 120 ECTS credits and can be obtained in two years, with the exception of psychology. In psychology the extent of the Master's degree is 150 ECTS credits.

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*[Handwritten signature]*





UNIVERSITY OF



WOLVERHAMPTON

This is to certify that  
**Kafumukache Besa Bwalya**  
has been awarded the degree of  
**Bachelor of Science**  
with Honours  
Second Class (1st division)  
in  
Information Technology

8th February 2010

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Academic Registrar

  
Vice-Chancellor



**CERTIFIED AS AN AUTHENTIC  
DOCUMENT**

**CHIEF HUMAN RESOURCE MGT. OFFICER**  
Sign:.....  
Date:.....





Name of Student	Kafumukache Besa Bwalya	Date of Birth	28/Nov/1978
University Reference	0715189/1	HESA Reference	0710857151896
Qualification Aim	Bachelor of Science with Honours	FHEQ Level	H

Teaching Institution	University: City Campus
Awarding Institution	University of Wolverhampton
Programme of Study	BSC(HONS)
Route of Study	Information Technology (Top up)

Languages of Instruction	English
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### Record of Learning and Achievement

	Level	Grade	Credit
2009/0			
CP2122 Aspects of IT Support	2	B 11	15
CP3016 Information Technology Project (15 Credit)	3	A 15	15
CP3043 Social, Legal and Professional Aspects of Computing	3	C 8	15
CP3341 Database Design	3	B 11	15
CP3397 Network Design and Security	3	A 14	15
2007/8			
CP2081 Academic and Professional Skills for IT	2	#E 4	15
CP2084 Information Systems: Impact on Organisation	2	C 8	15
CP2236 Systems Design	2	D 7	15
CP3033 Business Process Design and Systems Integration	3	B 13	15
CP3038 Emerging Technologies	3	C 9	15
CP3042 Organisation and Control of Information Systems	3	A 14	15
CP3045 Managing Computer Systems Projects	3	B 12	15
APA LE*Credit for Prior Learning at Level 1	1		120
APA LE*Credit for Prior Learning at Level 2	2		105

\*=APA/Exempt Credit (Credit for Prior Learning).

Total credits gained 405

Award Date Qualification Awarded (and Classification if appropriate)

19 June 2009	Undergraduate Credit
	Undergraduate Credit
	Pass (P)
08 February 2010	Bachelor of Science with Honours
	Information Technology
	Second Class (1st division) (2.1)

Date Transcript Issued: 10 February 2010

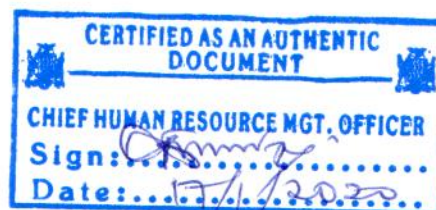
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10 FEB 2010  
MI Student Office



To check the validity of this transcript contact Student Records Unit, University of Wolverhampton, MX Building, Camp Street, Wolverhampton WV1 1AD, UK, fax no: +44 (0)1902-321896, and quote transcript number 0715189/10022610.





# International Advanced Diploma in Computer Studies

Majoring in Internet Systems

*This is to certify that*

**BESA KAFUMUKACHE BWALYA**

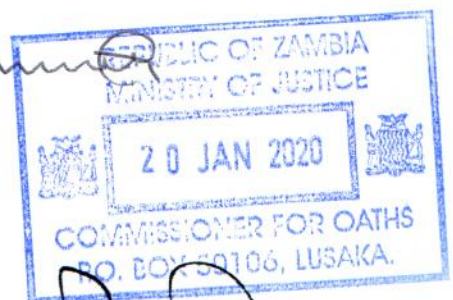
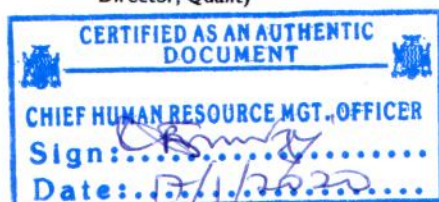
has successfully completed the above academic programme quality assured  
by NCC Education and delivered by

Zambia Centre For Accounting Studies (ZCAS), ZAMBIA

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26 July 2006

Dr Steve Hill  
Director, Quality



Professor Peter Ford  
Chair of the Academic Board







## Academic Transcript

Student Name: BESA KAFUMUKACHE BWALYA

NCC Education ID No: 00054956

Passport/ID No: 874985/11/1

Awards Panel Date: 26 July 2006

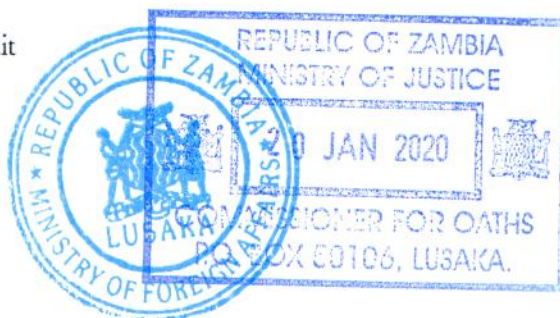
Accredited Partner Centre: Zambia Centre For Accounting Studies (ZCAS), ZAMBIA

## International Advanced Diploma in Computer Studies

Programme Module	Result
Business Systems Analysis	Pass
Business Systems Design	Pass
C++ Programming	Pass
Database, Design and Development	Pass
Enterprise Networking	Pass
Internet Systems Administration	Credit
Internet and Intranet Security	Pass
Managing Business Projects	Pass
Practical Project IADCS	Credit

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*[Signature]*



This transcript confirms that the above student has achieved these results in the programme modules listed above. For an explanation of the grading structure used by NCC Education please refer to the explanatory notes overleaf. This transcript is not a certificate or a substitute for a certificate issued by NCC Education.




# *International Diploma in Computer Studies*

Majoring in Computer Programming  
Majoring in Computer Technical Support

*This is to certify that*

**BESA KAFUMUKACHE BWALYA**

*has successfully completed a learning programme quality assured by NCC Education and given by*  
**CERTIFIED TRUE COPY  
OF THE ORIGINAL**  
*Zambia Centre for Accounting Studies, Zambia*

*and has passed the examinations set by NCC Education* 

27 - July - 2005





Dr Steve Hill  
Director of Academic Standards & Quality



Professor Ford  
Chair of the Academic Board







# International Diploma in Computer Studies

## Record of Achievement

**BESA KAFUMUKACHE BWALYA**

NCC No: 257977

Passport/ID No: 874985/11/1

Business Communication  
Business Organisation  
Computer Technology  
Systems Development  
A+ (PC Support Technician)  
Networking  
Structured Programming Methods  
Visual Basic

Distinction

Credit

Credit

Credit

Credit

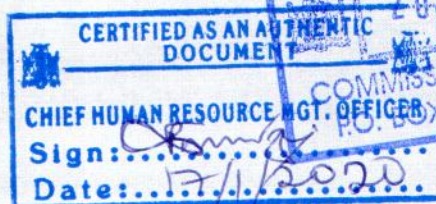
Distinction

Pass

Pass

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*[Signature]*



*[Signature]*

Dr Steve Hill  
Director of Academic Standards & Quality

27/07/2005



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**CENTRE FOR DEVELOPMENT OF ADVANCED COMPUTING**  
A Scientific Society of the Ministry of Communications and Information Technology,  
Government of India  
An ISO 9001-2008 Certified Institute



Sr. No. 6503 (DUPLICATE)

*[Signature]*

Certificate No. C-DAC(M)/ 16-17/ITEC-TELEMED/8282

This is to certify that **MR. KAFUMUKACHE BWALYA** ..... from **ZAMBIA** .....

is hereby awarded the Certificate  
in recognition of successful completion of

SPECIALIZED TRAINING PROGRAMME IN TELEMEDICINE & MEDICAL INFORMATICS .....

from **FEBRUARY 27, 2017** to **MARCH 24, 2017** ..... conducted by C-DAC, Mohali

and

Sponsored by Ministry of External Affairs, Government of India under  
**Indian Technical and Economic Cooperation (ITEC)/**  
**Special Commonwealth Assistance for Africa Programme/**  
**Technical Cooperation Scheme of Colombo Plan**

Place: Mohali (Punjab)

Date: 27.04.17



(Signature of Programme Director)



# Certificate of Completion

*This is to certify that*


**Kafumukache Bwalya**

*has successfully completed the requirements of*

## Digital Health: Planning National Systems

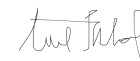
*Blended Course Organized by USAID and TechChange*

*9 September - 5 December 2024 (40 hours)*



**Merrick Schaefer**

Director of the Center for Innovation  
and Impact, USAID



**Ariel Frankel**

Senior Director of Public Health,  
TechChange





Mar 8, 2024

**Kafumukache Bwalya**

has successfully completed

**Business Analysis & Process Management**

an online non-credit project authorized by Coursera Project Network and offered through  
Coursera

A handwritten signature in black ink that reads "Mahi".

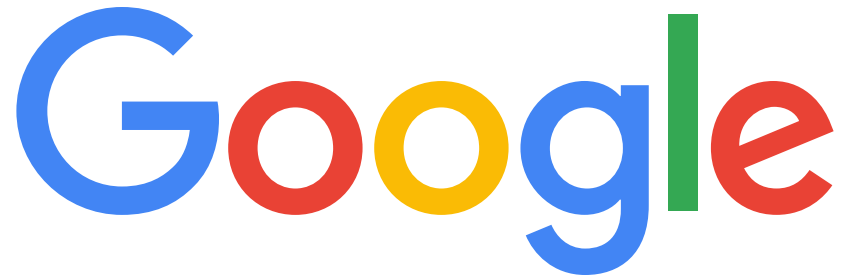
Mahi Ismail  
Researcher & Assistant Lecturer

PROJECT  
CERTIFICATE



Verify at:  
<https://coursera.org/verify/63XN8UKB4FEX>

Coursera has confirmed the identity of this individual and  
their participation in the project.



Mar 19, 2024

Kafumukache Bwalya

has successfully completed

Foundations of User Experience (UX) Design

an online non-credit course authorized by Google and offered through Coursera

A handwritten signature in black ink, reading "Amanda Brophy".

Amanda Brophy  
Global Director of Google Career Certificates

COURSE  
CERTIFICATE



Verify at:  
<https://coursera.org/verify/GTLSYAJM35T8>

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their participation in the course.