

KAFUMUKACHE BESA BWALYA

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PERSONAL SUMMARY

Dynamic ICT and health technology professional with over 15 years of experience driving impactful digital solutions in healthcare and public service sectors. Specialized in Health Management Information Systems (HMIS), telemedicine systems, strategic planning, and digital transformation to improve health outcomes. Proven expertise in managing multi-stakeholder collaborations, conducting research, and leveraging data systems to enhance decision-making and equitable healthcare delivery. Skilled in aligning digital health strategies with organizational goals and implementing eHealth solutions for resource-constrained settings.

EDUCATION

Master of Engineering Science in Management of Information Systems

Transport and Telecommunication Institute, Latvia | 2022-2024

- Specialization: Health information systems, business intelligence, data mining, IT project planning, and intelligent systems integration for decision-making.

Master of Science in Service Innovation & Management

University of Jyväskylä, Finland | 2014-2017

- Specialization: Service innovation, IT service management, process innovation, user experience design, data analytics, and digital transformation.

Bachelor of Science (Honours) in Information Technology

University of Wolverhampton, UK | 2007-2010

Certifications

- Specialized Training in Telemedicine and Medical Informatics – CDAC-India (2017)
- Digital Health Planning for National Systems – USAID/TechChange (2024)
- Digital Transformation for Sustainable Development – UN Systems Staff College (2023)
- PMP Certification Masterclass – Charles Sturt University (2023)
- Agile Data & Information Management – Charles Sturt University (2023)
- Emerging Technology for Digital Transformation – CAICT/ITU Academy (2024)
- Certified Information Security Manager (CISM) Prep – Charles Sturt University (2021)

PROFESSIONAL EXPERIENCE

Principal ICT Officer

Ministry of Infrastructure, Housing & Urban Development | 2023 – Present

- Provided technical leadership in the design and implementation of the National Housing Information Systems (NHIS), enhancing data accessibility for evidence-based decision-making.
- Collaborated with stakeholders to develop ICT policies aligned with health and infrastructure goals, including the integration of systems with the Government Service Bus (GSB).
- Led capacity-building initiatives and user training to enhance the adoption of digital solutions across multiple levels of government.
- Spearheaded the development of property management systems to address operational inefficiencies and improve service delivery.

Principal ICT Officer

Ministry of Finance & National Planning | 2018 – 2022

- Coordinated the modernization of financial and health information systems, enabling enhanced data integration and informed decision-making.
- Conducted nationwide ICT assessments to evaluate system gaps and recommended strategic improvements.
- Provided leadership in cross-functional project teams implementing solutions for financial reporting and monitoring.
- Collaborated with the Ministry of Health to align financial systems with HMIS frameworks.

Principal Software Engineer

Ministry of Health - Cancer Diseases Hospital | 2015 – 2018

- Supported the implementation of telemedicine systems, enhancing patient access to specialized healthcare services across Zambia.
- Worked with stakeholders to ensure alignment with the national health strategy, including the integration of SmartCare and DHIS2 platforms.
- Conducted ICT system assessments and developed recommendations for eHealth policy enhancements.
- Successfully deployed telemedicine systems that addressed service delivery gaps in resource-constrained settings.

Member of Technical Working Group – Telemedicine Systems

Network Telecom Analyst

Office of the Auditor General | 2011 – 2015

- Conducted ICT audits to ensure the reliability and security of health and financial information systems.
- Proposed strategies to address data integration challenges and improve system interoperability.

Senior Health Information Officer

Lusaka Provincial Health Office | January 2011 – August 2011

- Managed health information systems to ensure effective and efficient usage.
- Coordinated and undertook the updating of health information databases to facilitate efficient storage and retrieval.
- Prepared unit budgets to secure financial resources for health information management activities.
- Conducted operational research on health information systems to generate actionable insights.
- Provided training on health information and management systems to build capacity among staff.
- Monitored and evaluated health information programs to implement appropriate interventions.
- Reported to the Principal Planner and worked with line ministries and external organizations for technical and financial assistance.

SKILLS AND COMPETENCIES

- Health Management Information Systems (HMIS) Design and Implementation
- Strategic Planning and Policy Development for Digital Health
- Monitoring and Evaluation (M&E) Technical Leadership
- Telemedicine and eHealth Systems Deployment
- Stakeholder Engagement and Capacity Building
- Agile Project Management (PMP Certified)
- Data Analytics and Decision Support Systems
- Interoperability Frameworks and System Integration
- Digital Transformation and Innovation in Healthcare
- User Experience (UX) Design and Research
- Public Health Technology Integration

RESEARCH EXPERIENCE

- Conducted ICT assessments across nine provinces in Zambia (Mongu, Choma, Kabwe, Ndola, Solwezi, Mansa, Kasama, Chipata, and Chinsali), identifying gaps and opportunities for health information systems.
- Researched AI implementation at Coca-Cola, assessing its impact on decision-making, cost savings, and productivity improvements.

REFERENCES

Available upon request.