

CURRICULUM VITAE

DR. LUCAS E. R. NGOWI

P.O BOX 70526,
Dar es Salaam, Tanzania

Mobile: 0758 861480

Email: lucasngowi@gmail.com

Summary

- Good managerial and leadership experience working as a senior person in more than 10 years.
- Good experience as a trainer, consultant and researcher.
- Extensive experience in using modern technology tools, conducting training and managing ICT projects;
- Experience in business systems analysis, business process re-engineering and product management;
- Excellent knowledge in data analysis, network design, ICT software development, and ICT research ;
- Over Twelve (12) years of experience in IT and business related services which includes; business administration, user support, business continuity planning, business process management, office space optimization, workflow automation, electronic document management systems and data management;
- Working experience across different sectors including health sector, manufacturing, financial, & education.
- Working experience across the border, i.e. Rwanda, Kenya, and Tanzania.
- Ability to exercise initiative and judgment to solve problems as they occur;
- Sound interpersonal skills highlighting an ability to explain complex technical issues in a non-technical manner;
- Ability to work within a team, formulate strategies and implement them within stipulated time.

Employment History

Nov 2015 – Present: Academic Head - Lecturer and Corporate Trainer
UNIQUE ACADEMY

Dar es Salaam, Tanzania

Responsibilities:

- Training ICT personnel from different organizations to understand and utilize ICT knowledge to their work environments.
- Teaching ICT to undergraduate students pursuing different degree programs offered by the institution including professional courses (e.g. CCNA, CCNP, Virtualization, MCP, Server+).
- Manage and conduct tests, field work and examinations to students.
- Design training programs appropriate to the skills needed;
- Ensure that the learning environment and resources support learner needs;
- Design course materials and other documents such as handouts, manuals and exercises;
- Prepare the learning environment and resources, including setting up IT equipment where appropriate;
- Deliver training programs in formal (e.g. a classroom), informal (e.g. floor-walking) or online (e.g. e-learning and webinar) settings;
- Support and coach learners using learning technologies to deliver skills;
- Evaluate the effectiveness of training programs and learning outcomes;
- liaise with partners (e.g. external course providers, employers, examining bodies) to fulfil the skills needs of an organization;
- Maintain appropriate records of learner development and resource allocation.
- Assist the Head of Faculty in the ongoing review of the standards of leadership, teaching and learning in the subject area, consistent with the schools self-evaluation procedures.

CURRICULUM VITAE

- Contribute to curriculum development and course co-ordination

Department: Academic Department

Position: Faculty and Corporate Trainer

Coverage: Tanzania

Portfolio: Lectures and Professional Training

Budget: n/a

Employees: n/a

May 2014 – Nov 2014: Senior Business Systems Analyst

Dar es Salaam, Tanzania

PATH INTERNATIONAL

Responsibilities:

- Provide project leadership and vision to the product development teams, technical teams and other stakeholders in the Tanzania health care system using enterprise architecture (EA).
- Assist in the development and enforcement of system architectural decisions and development standards on behalf of BID Initiative and the Ministry of Health
- Manage vendor/service provider relationships and service level expectations associated with local development and ongoing operations in Tanzania.
- Work hand-in hand with the Ministry of Health and Social Welfare to identify the needs, seek appropriate solution(s) to address the needs, provide guidance and lead team across the country.
- Evaluate existing information systems technologies with the goal of selecting the most suitable and cost effective tools that can be used to improve vaccine access and delivery to the most disadvantaged community and other levels of health care system in Tanzania..
- Improve the existing methods of data collection, presentation and reporting to enable increased data usage, quality, access and timely feedback/reporting.
- Collaborate with the Ministry of Health and Social Welfare (MOHSW) and its stakeholders including partners to understand the needs for improvement with there is discrepancy and deployment of suitable solution that will address the need in a long term.
- Provide project leadership and vision to the product development teams, technical teams and other stakeholders in the health information system to develop requirement specifications, test new features and tools, and lead deployment efforts by coordinating vendors and MOHSW stakeholders at all levels of the health system.
- Gather, analyze, documentation of business process requirements and process mapping for BID initiative project.
- Coordinate testing efforts by providing timely written and verbal technical expertise and test plans for new feature/software releases and conducting unit testing of new feature/software before release
- Using PATH's methodology, engage in facilitation of collaborative workshops and field validation tests with a wide range of stakeholders to develop the product vision and refine functional requirements.
- Work hand-in hand with the Ministry of Health and Social Welfare Immunization and Vaccine Department to identify the needs, seek appropriate solution(s) to address the needs, provide guidance and lead deployment efforts across the country.
- Contribute inputs on integrated solution designs and deliverable of projects that are cross functional and large scale with a long-term road-map in place.

Department: Product Vision

Position: Senior Program Officer

Coverage: Tanzania (All Districts)

Portfolio: 6,200 health institutes, Ministry of Health, Vaccine Access and Delivery Department, District Immunization Officers (DIVO), Regional Immunization Officers (RIVO), External Implementation Team

CURRICULUM VITAE

(Contracted) and PATH Regional Project Offices.

Budget: 500 million

Employees: 20

June 2012 – Dec 2013: Principal IT Consultant, Business Process Management Dar es Salaam, Tanzania

Coseke (T) Limited

Responsibilities:

- Business development and marketing for consultancy services.
- Lead Technical Team in project implementations i.e. Business Analysts and Systems Engineers
- Supervise and oversee all implementation services and provide training
- Ensure practice growth by managing client project delivery
- Provide Consultancy Services on Creation of Technical Designs and Models that Suits Business Needs
- Provide Assistance with the acquisition and implementation of new systems
- Manage and contribute to consulting assignments through project conceptualization and delivery plan
- Provide consultancy services on Planning, scheduling and implementing network hardware and software maintenance requirements and upgrades
- Provide Assistance with development and enhancement of relevant standards, procedures and guidelines
- Provide consultancy services and advise on modeling, designing and acquisition of advanced solutions and management information systems, including computer and electronic systems.
- Managed the financial aspects of projects, such as budgets, expenditures, risks and profit-loss projections.
- Act as the main contact between the client and company
- Be a part of consulting teams performing high end business process and transformational consulting engagements for customers i.e. business analysis
- Provide with technical assistance on preparation of RFP, RFQ, and TOR for tendering purposes
- Made presentations to internal and external parties.

Department: Consultancy Services

Position: Principal Consultant (Director)

Coverage: East Africa

Portfolio: Consultancy, Projects Management, Business Development, Contract Management – Government, Financial Institutions and Corporates

Budget: Depends on the Project (Range 200 million – 1.2 Billion)

Employees: 20

Jan 2010 – June 2012: General Manager, IT Solutions and Services

Dar es Salaam, Tanzania

Coseke Tanzania Limited

Responsible for managing projects, contracts, clients, staff, resources, procurement, finance and provide leadership and strategies on all matters related to the area of operation and across function.

Responsibilities:

- Provide leadership and vision to the organization by development of long and short range business plans
- Evaluate the financial aspects of projects, such as budgets, expenditures, research and development appropriations, and return-on-investment and profit-loss projections.
- Manage all staff, preparing work schedules and assigning specific duties.
- Manage all projects and contracts engaged by the company to the clients to ensure project success.

CURRICULUM VITAE

- Oversee allocation of resources, distribution and transport of equipment's to the site.
- Advise and Strategize project management structure and framework to ensure effective delivery.
- Negotiate and Review Contracts with the clients on different projects.
- Formulate Policies, Standards and Work Designs
- Locate, select, and procure merchandise for resale, representing management in purchase negotiations.
- Provide lead and performance measures
- Institute policy, manage staff remuneration and motivation

Department: General Management

Position: General Manager

Coverage: Tanzania

Portfolio: Consultancy, Projects Management, Business Management, Human Resource Management, Business Development, Financial Management, Contract Management– Government, Financial Institutions and Corporates

Budget: Depends on the Number of Active Projects (100 Million – 5 Billion)

Employees: 50

June 2008 – Jan 2010: Business Development Manager, IT Solutions And Services
Coseke Tanzania Limited

Dar es Salaam, Tanzania

Responsibilities:

Responsible for the provision of a comprehensive range of client services that developed and improved the use of information, communications and technology (ICT).

- IT business development and research
- Managed projects deliverables, budget, timeline, risks, resources using prince 2 and six sigma approach
- Business process management and re-engineering
- Performed consultancy services for all IT related services e.g. business process re-engineering, business process optimization, business analytics, project cost benefit analysis and budgeting, business process automation and / improvement using modern technology across East Africa.
- Managed and negotiated contracts with clients
- Provide advisory services for all projects
- Lead sales and project implementation teams
- Provide support and technical skills for sourcing and acquisition of software and hardware solutions
- Development and preparation of RFP/RFQ for tendering purposes
- Prepare and communicate project reports at different levels

Department: Business Development

Position: Business Development Manager

Coverage: Tanzania

Portfolio: Consultancy, Projects Management, Business Development, Contract Management – Government, Financial Institutions and Corporates

Budget: Depends on the Number of Active Projects (Range 50 million – 500 million)

Employees: 15

CURRICULUM VITAE

Jan 2005 – July 2008: IT Support - Data Analyst
Unilever Project

Nairobi, Kenya

Responsibilities:

Responsible for the provision of end user support, data analysis, logistical support and systems maintenance this includes;

- Installation, Configuration and Maintenance of Statistical software (SPSS)
- Managed Research Database using SPSS
- Manage Systems Backup and Recovery
- Troubleshooting hardware and software issues
- Perform data entry , coding, analysis and cleaning
- Provide advisory services for computer related issues
- Manage and supervise outsourced computer repair and maintenance personnel
- Support collection of research data analysis from site
- Install anti-virus software and deal with computer misuse
- Ensure data completeness and resolving by escalating any questionable data encountered by data analysts during data entry to the project coordinator

Department: Consultancy Services

Position: IT Support

Coverage: Kenya

Portfolio: Data Entry, Data Analysis, IT User Support Services

Budget: n/a

Employees: n/a

Education Qualifications

PhD (Computer Science)

Dar es Salaam, Tanzania

University of Dar es Salaam (UDSM), College of Information and Communication Technology.

Graduated: November 2022

Masters of Science (Information Technology and Management)

Dar es Salaam, Tanzania

Institute of Finance Management (IFM) (In collaboration with Avinashilingham University)

Graduated: September 2013

Bachelor of Science (Business Information Technology)

Nairobi, Kenya

Strathmore University

Graduated: May 2008

Higher Diploma (Management Information Systems)

Nairobi, Kenya

Strathmore University

Graduated: May 2005

Diploma (Management Information Systems)

Nairobi, Kenya

Strathmore University

Graduated: Mar 2005

CURRICULUM VITAE

Certificate in eTechnology

NIIT

Graduated: Sept 2002

Dar es Salaam, Tanzania

Advanced Secondary School Education

Mkwawa High School

Graduated: May 2000

Dar es Salaam, Tanzania

Ordinary Secondary School Education

Kolila Secondary School

Graduated: Nov 2007

Dar es Salaam, Tanzania

ICT Workshops / Training/Conferences

AnyDoc ICR/OCR Workshop

Nov 2010

Zurich, Switzerland

Enterprise Content Management Workshop

June 2010

Philadelphia, USA

Dell Servers Workshop

June 2012

Dar es Salaam, Tanzania

Business Process Solutions (BPS) LIVE Workshop

Aug 2011

Nairobi, Kenya

Mobile Technology for Banking Services

Nov 2011

Nairobi, Kenya

Managing And Measuring ICT in Business and Education

June 2005

Nairobi, Kenya

Impact Of ICT On Society And Development

Aug 2002

Nairobi, Kenya

Microsoft Certified Software Engineering (MCSE) Training

Aug 2008-Oct 2008

Dar es Salaam, Tanzania

ICT Projects / Professional Experience

Below is the highlighted list of some of the latest projects I did across East Africa. Basically, I have provided IT consultancy services to different institutions, public, private and governments' institutions in Kenya, Rwanda and Uganda across different sectors including financial, health, education, government services and oil sectors.

Client

United Nations Development Program

– Tanzania

Year: May 2018 – Feb 2019.

Project

Contract:

- Expert for the Development of an Integrated Data Management System for the Criminal Justice System

Position: Data Services Consultant

Activities Undertaken:

The design of the integrated data management system in pursuit of the following specific objectives:

CURRICULUM VITAE

- Undertake extensive consultations with institutions in the criminal justice sector including MoCLA, the DPP, the Tanzanian Police Service, the Judiciary and Prison/Corrections in assessing their expectations and requirement for data and information management.
- Based on the feedback of the consultations, develop a schematic of the data management system to be presented to the criminal justice institution in securing their approval before commencing the design of the system.
- As per recommendations and approval for the criminal justice institutions, develop a standardized and secure database, based on pre-determined information and reporting requirements as per the legal and institutional frameworks for the purposes of data storage, preservation, analysis/queries, visualization, and transfer/sharing of data and information relating to criminal justice in Tanzania.
- Development of standardized procedures for the effective use, management and maintenance of the database in accordance with the goal and objective of this assignment.
- Support officials and staff of relevant criminal justice institutions in developing needed competencies for using and maintaining the database.

**Ministry of Finance and Economic
Development (MINECOFIN) – Rwanda**
Year: 2009 Aug– Nov

Contract:

Consultancy services to analyze and establish the requirements for developing and implementing an enterprise business process management system for the ministry.

Position: Business Analyst

Activities Undertaken:

- Develop and analyze all business and work process
- Develop electronic document policy and standards
- Conduct feasibility study and work process automation with regard to Rwanda national policy and regulations.
- Provide framework and strategy for successful implementation of electronic records and document management system
- Gather the requirements and inputs necessary for the development and establishment of enterprise business process management system
- Prepare and communicate project plan and resources required.
- Build employee awareness and design change management strategy

**Ministry of Justice and Constitution
Affairs - Tanzania**
Year: 2010

Contract:

Consultancy services to develop and establish electronic records information system and training of staff on ERIS.

Position: Business Analyst

Activities Undertaken:

- Conduct training of twenty four operational staff and two technical personnel on ERIS
- Gather requirements for establishment of electronic records

CURRICULUM VITAE

**Kenya Tea Development Agency
(KTDA) – Nairobi
Year: 2012**

- information system
- Study and analyze business and work process for development and implementation of ERIS
- Advise on the requirements, project scope, cost and acquisition strategies for ERIS
- Supply of end user equipment's to support ERIS.
- Prepare requirements specification for acquisition of ERIS.

Contract:

Consultancy services to analyze existing gaps in the ERP system to establish requirements for designing and implementation of an enterprise business process management solution.

Position: Business Analyst

Activities Undertaken:

- Analyze and document all business and work process
- Study existing systems and advise on integration with electronic paperless office solution
- Identify the functional gaps that exist with existing ERP system specifications and advice on how the system gaps can be closed using business process management system.
- Gather the requirements and inputs necessary for the development and establishment of business process management system
- Prepare and communicate project plan and resources required.
- Advise on all equipments to be purchased including software and network to support the implementation of the paperless office solution
- Advise and identify digitization requirements and electronic archiving needs of KTDA office records.

**Cooperative Bank – Kenya.
Year: 2012**

Contract:

Consultancy services to improve and optimize shares operations department business procedures/process to increase efficiency, effectiveness, accountability and visibility.

Position: Business Analyst

Activities Undertaken

- Study, analyze the existing shares operations process and identify gaps and areas of improvement
- Design new process and policies necessary for the implementation of the new requirements
- Recommend hardware and software resources necessary to support and operationalize the new system.
- Supervise implementation activities

**Stima Sacco Society Limited – Kenya.
Year: 2013**

Contract:

Consultancy services to design, develop and implementing an enterprise business process management system.

Position: Business Analyst

CURRICULUM VITAE

Activities Undertaken:

- Study, analyze and propose requirements for implementation of business process management solution.
- Develop a proposal for optimizing document management processes with introduction of proposed solution.
- Study the sacco's records management environment and propose strategies as to how to achieve the objectives with the introduction of the documents management and workflow solution
- Identify and recommend the most appropriate hardware and software to help support the proposed strategy
- Gather the requirements and inputs necessary for the development and establishment of electronic records management system
- Prepare and communicate project plan and resources required.
- Improve organizational productivity through the reduction of time spent on managing documents
- Support sacco's records management policy through the implementation of edms

Capital Markets Authority – Rwanda
Year: 2013

Contract:

Consultancy services to analyze and establish the requirements for developing and implementing an enterprise business process management system for the ministry (minecofin) agencies.

Position: Business Analyst

Activities Undertaken:

- Engaging all departments in an agency in a data collection exercise to understand the overall picture of the organization.
- To define the integration needs/requirements of the agencies to the ministry (minecofin)
- Advise how these agencies processes will integrate to ministry processes
- Documentation of the results and propose a solution that will lead to successful implementation of the system
- Develop project management plan and implementation procedures

Special Guarantee Fund (SGF) – Rwanda
Year: 2013

Contract:

Consultancy services to analyze and establish the requirements for developing and implementing an enterprise business process management system for the ministry (minecofin) agencies.

Position: Business Analyst

Activities Undertaken:

- Engaging all departments in an agency in a data collection exercise to understand the overall picture of the organization.
- To define the integration needs/requirements of the agencies to the ministry (minecofin)
- Advise how these agencies processes will integrate to

CURRICULUM VITAE

ministry processes

- Documentation of the results and propose a solution that will lead to successful implementation of the system
- Develop project management plan and implementation procedures

Rwanda Housing Authority

Year: 2013

Contract:

Consultancy services to analyze and establish the requirements for developing and implementing an enterprise business process management system.

Position: Business Analyst

Activities Undertaken

- Study the RHA Records management environment and propose strategies as to how to achieve the above-specified objectives with the introduction of the Documents Management and Workflow Solution.
- Identify and recommend the most appropriate hardware and software to help support the proposed strategy.
- Supply, test and implement management information system solution and/or related hardware and software at the Sacco.
- Supply the system's documentation in the form of installation media, user manuals, administration manuals, etc.
- Provide onsite user and administration training to selected personnel from the RHA.
- Perform initial backlog record digitization, indexing and uploading to the MIS

Rwanda Education Board, Examination and Accreditation – Rwanda

Year: 2013

Contract:

Development and installation of [examinations database management information system (edmis)] and [electronic document management system (edms)] for the Rwanda education board.

Position: Business Analyst

Activities Undertaken

- Designed database management application system in accessing, processing and managing the National Examinations data to handle most examinations and assessment processes.
- Enable Examinations Candidates Registration and data entry:
- Enable National Examinations Data Processing
- Enable printing and issuing of certificates
- Recommend hardware and software resources required including support infrastructure to operationalize the examination and accreditation database across Rwanda.
- Identify and document improved process and policy to drive the new system.

CURRICULUM VITAE

Professional Skills

Name	Proficiency
Research, Business and Leadership Skills	Good
Data Analysis Using Excel, Power BI, Python, R Programming, Power BI Services, SPSS	Good
Advance Microsoft Office Applications Skills - Excel, Word, PowerPoint, Outlook	Good
Big Data Analytic and Digital Marketing	Good
Business Systems Analysis, Process Design, Re-engineering and Management	Good
SQL Data Query, Analytic and Visualization using Power BI	Good
Agile / Hybrid Project management (PMP and Prince 2)	Good
Health Informatics Design and Management	Good
ICT Project Management and Advisory Services	Good
ICT Training and Needs Assessments	Good
Business Continuity Planning	Good
ICT Contract Management and Project Planning	Good
Network Design and Administration	Good
Software Development	Good
Cyber Security	Good
IT Services Management (ITIL)	

References

Mr. Noordin Brown
Position: IT Corporate Trainer
Organization: Emerson Education
P.O Box 14776, Dar es Salaam, Tanzania
Tel: 0653 575794
Email: brown_2050@yahoo.com

Mr. Baraka Mwago
Position: Chief Executive Officer
Organization: Khabarm Investments
P.O BOX 19865, Dar es Salaam, Tanzania
Tel: 0787 094824/0713 094824
Email: barakamwago@yahoo.com

Rachel Massawe,
Position: Director of Marketing
Organization: Infoplex Tanzania Limited
P.O Box 13648, Dar es Salaam, Tanzania
Tel: 0755 498721
Email: racheleddy@ymail.com

Mr. James Chambo
Position: Director
Organization: Infoplex Tanzania Limited
Tel: 0714 118830/0784 118830
Email: jameschambo@gmail.com