

# NELLY MUKAMI

PRODUCT MANAGER | CLINICAL INFORMATICS

## CONTACT

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## WORK EXPERIENCE

### Principal Clinical Informaticist

2022-Present

#### City of Philadelphia Public Health Laboratory

As a healthcare technology focused product designer, I bring extensive experience translating complex system requirements into intuitive, user-centered solutions. My background includes collaborating across disciplines, managing end-to-end initiatives, and designing workflows that improve efficiency while meeting regulatory and technical constraints.

#### Core Competencies

- System Design & Architecture:** Experience with selecting scalable system solutions tailored to specific laboratory needs, ensuring seamless integration with existing infrastructures.
- Project Management:** Proven ability to lead implementation and upgrade projects, from planning through execution, while maintaining timelines.
- Advanced System Configuration:** Skilled in customizing system functionalities to support specialized workflows.
- Data Integration & Interoperability:** Proficient in integrating system with Electronic Health Records (EHR) and external laboratories to ensure seamless data exchange.
- Quality Assurance & Regulatory Compliance:** Adept at ensuring system adherence to regulatory standards and participating in quality assurance initiatives to maintain system integrity.
- Training & Mentorship:** Proven ability to lead and develop training programs and mentor staff on system functionalities and best practices.
- Reporting and Data Analytics:** Designing and generating complex reports, dashboards, and data analytics to support laboratory management and decision-making. Utilizing system data to provide insights and recommendations for operational improvements.
- Leadership and Collaboration:** Leading cross-functional teams and working closely with laboratory management, IT departments, and external partners. Representing the laboratory in meetings and committees related to information systems and technology.
- Security Management:** Overseeing the implementation and monitoring of security measures to protect patient data and system integrity. Ensuring compliance with data privacy regulations, such as HIPAA, and implementing best practices for data security.
- Vendor Management:** Managing relationships with system vendors, including contract negotiations, service level agreements, and performance evaluations. Coordinating with vendors for system updates, support, and issue resolution.

## EDUCATION

### Penn College of Liberal and Professional Studies | University of Pennsylvania

2019

- Full-Stack Development Certification covering front-end and back-end development, databases, and best practices.
- Gained entry level experience in HTML, CSS, JavaScript, Node.js, Express.js, MySQL and MongoDB for backend and database management.
- Developed RESTful APIs and implemented Git, Agile methodologies.

### West Chester University

#### Bachelor of Science in Biology with Concentration in Clinical Laboratory Sciences

2009-2013

- Bachelor of Science in Biology with a Concentration in Clinical Laboratory Sciences, gaining a strong foundation in clinical chemistry, hematology, microbiology, immunology, blood banking, and molecular diagnostics, with hands-on experience in laboratory practicums and clinical rotations in hospitals and diagnostic labs.
- Developed expertise in clinical instrumentation, quality control, and laboratory management while preparing for the ASCP Board of Certification exam, a key credential for clinical laboratory scientists.

### Lead Clinical Informaticist

2017 - 2022

#### City of Philadelphia Public Health Laboratory

#### Responsibilities:

-System Implementation and Configuration	-System Maintenance and Support
-Data Management and Integration	-User Training and Documentation
-Quality Assurance and Testing	-Workflow Analysis and Optimization
-Security and Compliance	-Project Support
-Reporting and Analytics	-Customer Service

### Clinical Laboratory Scientist ASCP Certified

2013 - 2017

#### City of Philadelphia Public Health Laboratory

#### Responsibilities:

-Specimen Collection & Handling	-Laboratory Testing
-Quality Control	-Data Analysis & Reporting
-Safety & Compliance	-Healthcare Provider Interaction
-Team Collaboration	