

NELLY MUKAMI

PRODUCT MANAGER | CLINICAL INFORMATICS

CONTACT



215 251 9049



nellymukami@gmail.com



Philadelphia, PA 19116



PORTFOLIO - www.nellymukami.com

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.

WORK EXPERIENCE

Principal Clinical Informaticist

2022-Present

City of Philadelphia Public Health Laboratory

PROFESSIONAL SUMMARY

Product-focused clinical informaticist with 8+ years of experience building, implementing, and optimizing healthcare technology used by frontline laboratory and clinical teams. Proven ability to own end-to-end product initiatives; from problem discovery and workflow design through delivery, adoption, and optimization; while balancing user needs, regulatory requirements, and technical constraints. Deep expertise in interoperability, clinical workflows, and regulated healthcare environments.

CORE PRODUCT SKILLS

- Product Discovery & Requirements Definition
- Clinical Workflow & UX Design
- Roadmap Prioritization & Tradeoff Analysis
- Cross-Functional Collaboration (Engineering, IT, Vendors)
- Data Integration & Interoperability (LIS, EHR, HL7)
- Regulatory, Quality & Security by Design (HIPAA)
- Analytics, Reporting & Outcome Measurement
- Vendor & Stakeholder Management

Lead Clinical Informaticist

2017 - 2022

City of Philadelphia Public Health Laboratory

- Owned the design, implementation, and optimization of laboratory information systems supporting high-volume public health testing.
- Led end-to-end system initiatives, including problem definition, requirements gathering, vendor coordination, configuration, validation, go-live, and post-launch optimization.
- Partnered with laboratory leadership, IT, and external vendors to prioritize system enhancements based on operational impact, regulatory requirements, and user feedback.
- Designed and optimized clinical and laboratory workflows to improve efficiency, data accuracy, and frontline user experience.
- Defined and executed data integration strategies between LIS, EHRs, and external laboratories to enable seamless, compliant data exchange.
- Established quality assurance and testing processes to ensure system reliability, patient safety, and regulatory compliance.
- Developed reporting and analytics dashboards to support operational decision-making and continuous improvement.
- Led training and enablement programs, driving adoption and effective use across multidisciplinary teams.
- Represented the laboratory in cross-organizational technology discussions, influencing system strategy and priorities.

Clinical Laboratory Scientist ASCP Certified

2013 - 2017

City of Philadelphia Public Health Laboratory

- Supported end-to-end clinical workflows from specimen intake through results reporting, ensuring data integrity, traceability, and timely delivery of actionable insights to healthcare providers
- Performed and validated high-volume laboratory testing while adhering to rigorous quality control standards, regulatory requirements, and safety protocols
- Maintained compliance with CLIA and public health regulations, reinforcing a culture of reliability, patient safety, and continuous improvement