

MAXIMILLER M OBOTE

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PROFILE

A highly motivated and detailed-focused Health Records Officer with expertise in front office operations, strong customer service skills and ability to manage patient/customer data service delivery.

EDUCATIONAL BACKGROUND

Tertiary

- Diploma in Health records information Technology, Kabete National Polytechnic 2022 -2024
- Certificate in Health Records Information Technology, Kabete National Polytechnic 2019-2021

Secondary

- Kenya Certificate of Secondary Education (KCSE), Bishop Okoth Mbagha Secondary School, 2015-2018

Primary

- Kenya Certificate of Primary Education (KCPE),2014

WORK EXPERIENCE:

USAID Tumikia Mtoto project, 2024-2025

Case Worker-Jericho Tumikia Mtoto program

- Conducted home visits to assess child welfare and family needs
- Coordinated support services including counselling, education support and medical referrals
- Maintained case files, monitoring progress and documenting outcomes
- Maintained accurate records and monitored progress for each beneficiary

Volunteer Health Records officer, Nyeri County and Referral Hospital,2022-2023

- Organized and indexed both electronic and paper-based patient records, improving accessibility.
- Handled complaints and resolved minor issues
- Developed strong interpersonal and problem solving skills
- Collaborated with other healthcare professionals to ensure accurate and up-to- date records
- Ensured compliance with confidentiality policies and recordkeeping best practices

SKILLS AND EXPERTISE:

- i. Customer Service Communication-Trained in handling client interactions professionally through Alison's customer service skills course
- ii. Data Quality Assurance in data validation through global online training
- iii. Data Confidentiality & security by understanding the health and laws ethics
- iv. Time management & accuracy-strong attention to handle with minimum supervision

SOFT SKILLS

- Strong attention to details
- Excellent verbal & written communication
- Customer service patient interaction
- Team collaboration & adaptability
- Time management problem-solving skills

ADDITIONAL TRAINING:

- Wellness Program-Graduated on September 2025, finding Me Community
- Diploma in Customer Service Skills Online, Alison June 2025
- Introduction to Artificial Intelligence, 2023
- Data Quality Program Global Health Centre Online, March 2025
- DHIS 2 Online Training, August 2022
- Monitoring and Evaluation Program Global Health Centre Online, June 2022
- Communication Skills & leadership workshop

I hereby certify that the statement, data, information and document stated and attached herein are the factual truth to the best of my knowledge.

REFERENCES

1. Mr. Raphael Kenyuri
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