

# KIM HOPPENWORTH

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## PROFESSIONAL SUMMARY

Principal Technical Advisor and pharmacist with 20+ years' experience supporting governments and partners to design and deliver user-centric, data-driven digital services at scale. Specialized in digital governance architecture, service design, and interoperability for public-sector and health systems, with recent hands-on delivery of AI-enabled capability (RAG-based organizational knowledge systems and agentic AI workflows), end-to-end eLearning programs (Moodle deployments and H5P/SCORM course production), and ongoing multicloud architecture upskilling.

## CORE EXPERTISE

- Digital Public Infrastructure (DPI) and digital government reference architecture; reusable service components and shared platforms
- Service architecture and service design: service decomposition, user journeys, service standards
- Interoperability and data standards: APIs, data modeling/metadata, data quality, exchange governance; health interoperability awareness (HL7/FHIR)
- Privacy-by-design and governance for sensitive data; compliance-by-design workflows and operational controls
- AI-enabled public services: retrieval-augmented generation (RAG) for organizational knowledge management; agentic AI for structured delivery (assessments, requirements, QA)
- Agile delivery and product management: roadmaps, backlogs, UAT readiness, iterative delivery and stakeholder alignment
- Digital learning and workforce enablement: Moodle deployment/administration; interactive course creation (H5P/SCORM); multilingual content workflows

## PROFESSIONAL EXPERIENCE

### Management Sciences for Health (MSH), Arlington, VA, USA

Digital Health Principal Technical Advisor | Dec 2016 – Present

- Provide technical assistance to government counterparts and partners to design and implement digital public services and information systems, including service workflows, data governance, and adoption support.
- Service architecture and digital-ready workflow design: Product Manager for OpenRIMS, converting complex regulatory SOPs into standardized, auditable digital services (marketing authorization, clinical trials, pharmacovigilance, import/export, inspections).
- Data lifecycle and analytics for service delivery: contributed to national-scale data warehousing and reporting for performance monitoring and alerts across thousands of facilities; supported field enablement and sustainability.
- AI for organizational knowledge: implemented RAG-based knowledge management to improve access to trusted guidance and institutional memory with grounded answers and citations; supported governance and operationalization.

- Agentic AI for structured delivery: applied agentic workflows to accelerate development of an HR capacity assessment tool for Ethiopia EPSS, producing assessment logic, scoring structures, and repeatable outputs aligned to stakeholder requirements.
- Digital learning and enablement: deployed/administered Moodle-based eLearning environments and developed interactive course content (H5P/SCORM), including rollout support and content QA workflows.

**Euro Health Group, Copenhagen, Denmark / Kampala, Uganda / Juba, South Sudan**

**Principal Technical Advisor** | Sep 2014 – Dec 2016

**District Information Management Coordinator** | Apr 2011 – Oct 2014

**Pharmaceutical and Technical Advisor** | Sep 2009 – Apr 2010

Selected contributions:

- Implemented and supported public-sector digital systems and reporting solutions, including ERP-related deployments and operational reporting in government and partner environments.
- Supported data collection, performance monitoring, and service improvement routines for district and national stakeholders.

**Danish Medical Information, Copenhagen, Denmark**

**Data & Information Pharmacist** | Apr 2007 – Sep 2009

- Knowledge management of pharmaceutical products and national curriculum development in collaboration with clinical doctors.

**TECHNICAL SKILLS**

- Cloud & platforms: AWS, Azure, Google Cloud, Oracle OCI; hybrid deployments and scalability considerations
- Data & integration: SQL (PostgreSQL/MySQL/SQL Server), APIs (REST/JSON, SOAP/XML), ETL concepts; interoperability patterns
- Analytics & reporting: Power BI, Looker Studio; operational dashboards and performance monitoring
- Delivery & collaboration: Microsoft 365/SharePoint, GitHub, OpenProject; documentation and stakeholder workflows
- AI: RAG patterns, vector search concepts, prompt/agent design for structured workflows; evaluation and governance basics
- eLearning: Moodle administration, H5P/SCORM content development, translation/subtitle workflows

**CERTIFICATIONS & TRAINING**

- In progress: Oracle Cloud Infrastructure Certified Multicloud Architect Professional (Coursera learning pathway)

- Stanford University: AI in Healthcare
- University of Cambridge: Business Analytics / Decision Making Using Data
- Google: IT Support Professional
- MIT: Academic Engagement in Public Policy
- Technical University of Denmark: Project Management
- University of Copenhagen: International Health and Tropical Diseases
- NetHope: Virtual Global Summit 2020 Delegate

### **EDUCATION & LANGUAGES**

Education: Master of Science in Pharmacy, University of Copenhagen (1997–2004).

Languages: Danish (Native), English (Fluent), German (Intermediate), French (Basic).