

Name: Magembe N. Solomon

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## **Objective:**

Highly motivated and skilled IT Support Assistant with a strong technical background and a passion for problem-solving. Seeking a challenging position at your company to utilize my expertise in network administration, system troubleshooting, and software development to provide efficient IT support and contribute to the organization's success.

## **Skills:**

### **Technical Proficiency:**

- Operating Systems: Windows, macOS, Linux
- Programming Languages: Python, Java, JavaScript, React JS, PHP, WordPress
- Database Management: SQL, MySQL
- Virtualization: VMware, Hyper-V
- IT Tools: Microsoft Suite, Adobe Creative Cloud
- Network Administration: LAN/WAN setup and maintenance, Cisco switches/routers
- Troubleshooting and Problem-Solving: Hardware and software issues
- Software Development: Web development, mobile app development

### **Communication and Teamwork:**

- Excellent verbal and written communication skills
- Strong collaboration and interpersonal abilities
- Ability to work effectively in cross-functional teams

## **Experience:**

### **Ultimate Media Consult 2022-Present**

#### **Responsibilities:**

- Provide comprehensive technical support to end-users, addressing hardware and software issues promptly and effectively.
- Collaborate with cross-functional teams to gather requirements and implement new features or system improvements.
- Conduct regular maintenance and troubleshooting of network infrastructure, ensuring optimal performance and data security.
- Assist in the development and maintenance of web applications using HTML, CSS, and JavaScript.
- Deliver user support and training for software applications to enhance user proficiency.

#### **Achievements:**

- Implemented efficient IT support processes, resulting in a 20% reduction in response time.
- Successfully resolved critical system issues, minimizing downtime and ensuring continuous operations.
- Developed and deployed a responsive web application, enhancing user experience and engagement by 20%.

### **ICT Networking Intern, Stratcom Limited Uganda, 2020-2021**

#### **Responsibilities:**

- Managed network infrastructure, including setup, maintenance, and troubleshooting of routers, switches, and firewalls.
- Assisted in the development and implementation of software applications.
- Provided technical support to end-users, resolving hardware and software issues.

- Conducted regular system audits to ensure data integrity and security.

### **Achievements:**

- Implemented a backup and disaster recovery plan, reducing data loss risk by 50%.
- Streamlined the software deployment process, resulting in a 30% reduction in deployment time.

### **ICT Assistant, Win Link LTD, 2018 – 2020**

#### **Responsibilities:**

- Inspected completed work to certify that maintenance meets standards and that computer systems are ready for operation.
- Conducted routine and special inspections as required by the facility.
- Developed project plans for information technology projects, including project objectives, technologies, systems, information specifications, schedules, funding, and staffing.

#### **Certifications:**

- Networking Certificate, Stratcom Limited Uganda, 2021

#### **Education:**

- Bachelor's Degree in Information Systems and Technology, Makerere University, 2023
- Uganda Advanced Certificate of Education, Mandela SS Hoima, 2018

#### **Languages:**

- English (Fluent)
- Luganda (Proficient)

- Runyonro (Proficient)

**References:**

Name: Gerald Businge

Organization: Ultimate Media Consult

Position: Director/ Mentor

Contact: 0751627676

Name: Ssebulime Stuart

Organization: Stratcom Uganda Limited

Position: Manager

Contact: 0752 373023

Name: Makumbi Moses

Organization: Techson/ Win Link Limited

Position: Manager

Contact: 077411745