Henry Ssekibo
IT Support & Digital Transformation Specialist
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Professional Summary

Innovative IT Professional with over 5 years of experience in IT support, business process automation, and software development. Specialized in building scalable systems using .NET, C#, Next.js, Prisma, and Power BI. Adept at developing cloud-native applications, managing virtual environments (Hyper-V), automating business processes, and streamlining user workflows. Passionate about digital transformation, data-driven insights, and improving system efficiency through modern tools and frameworks.

Core Competencies

- Business Process Automation (.NET, PowerShell, Python)
- Full-Stack Software Development (C#, .NET, Next.js, React, Prisma)
- Database Administration (SQL Server, PostgreSQL, MySQL)
- Cloud & DevOps: Vercel, Azure, GitHub Actions
- Data Visualization & Analysis (Power BI, Excel)
- Web Scraping & Data Integration (Python, APIs)
- System Monitoring & Worker Services
- Virtualization & Backups (Hyper-V, Veeam)

Professional Experience

Minet Uganda
Digital Transformation Specialist
May 2023 – Present

- Designed and automated insurance workflows including policy renewal reminders, claims alerts, and client notifications.
- Built a robust notification system using .NET Worker Services with integrated email scheduling and templating.
- Spearheaded performance monitoring tools for VMs and developed REST APIs for service availability tracking.
- Created executive dashboards using Power BI for contract KPIs, client metrics, and support team productivity.

- Developed reusable internal systems for asset tracking, onboarding workflows, and parameterized configurations.
- Migrated legacy systems to Windows Server 2019 and improved infrastructure reliability by 30%.

IT Support Specialist
April 2021 – May 2023

- Provided Tier 2/3 technical support and led infrastructure upgrades across the organization.
- Administered Office 365, user accounts, and internal business tools, improving uptime and user satisfaction.
- Managed server patching cycles, automated backups, and system health checks via Hyper-V and Veeam.

Next Micro Solutions Limited (Nmicros)
Software Developer & IT Support
Jan 2020 – Sep 2021

- Built a full-featured Health Information Management System (HIMS) with integrated payment gateways.
- Supported enterprise deployment and trained staff on system usage and troubleshooting.
- Led daily stand-ups, coordinated QA cycles, and contributed to backend feature extensions in .NET.

Key Projects

- **Employee Assistance Program (EAP) System**
  Enterprise-grade on-premise portal for managing mental wellness services. Includes client onboarding, contract and KPI tracking, role-based user access, Active Directory integration, encrypted data handling, audit trails, and reporting. Developed with .NET, SQL Server, and Power BI.
- **TaskMaster – Insurance Policy Background Service**
  A .NET Worker Service that automates policy renewal alerts, claim notifications, staff reminders, and sends business performance or accounting insights to relevant stakeholders. Integrated with email templates, scheduling, and dynamic rules for notifications.
- **IT Asset Register** *(In Development)*
  React + Next.js-based system for tracking organizational assets with expandable row views, paginated data, Redis caching, and Vercel deployment. Includes dynamic styling by asset type/status, detailed unit histories, and responsive design for operational use.

- **Languages:** C#, Python, JavaScript (TypeScript)
- **Frameworks:** .NET, Next.js, Prisma, React, Tailwind CSS
- **Databases:** SQL Server, PostgreSQL, SQLite, MySQL
- **DevOps & Cloud:** Vercel, GitHub, Docker (basic), Azure (basic)
- **BI & Reporting:** Power BI, Excel, Crystal Reports
- **Other Tools:** Postman, Redis (Upstash), Visual Studio, VS Code, Git

Education

Makerere University – BSc in Information Systems, Honors (2016–2019)
St. Mary's Kitende – UACE (2014–2015), UCE (2010–2013)

Certifications

- Huawei Certified ICT Associate (HCIA) – Routing & Switching

References

Available upon request.