

OWEN HARRISON DRADIKU

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Address: Kyaliwajjala, Kampala (U)

GENERAL PROFILE:

Dedicated ICT support professional with over 1 year of experience providing first-line technical support in fast-paced environments. Proven expertise in network device configuration, troubleshooting, systems planning, and security principles. Strong problem-solving abilities, excellent customer service skills, and the ability to work collaboratively in team settings. Looking to leverage my skills in a dynamic IT environment while contributing to the overall technical support and network management.

TECHNICAL SKILLS:

- ❖ Programming: Java, C#, SQL, PL/SQL
- ❖ Network Configuration & Management (LAN, WAN, VPN)
- ❖ Systems Planning & Security Principles
- ❖ Strong Troubleshooting & Analytical Skills
- ❖ Technical Support & Customer Service
- ❖ Security Standards: Access control, segregation of duties, monitoring
- ❖ Database Management (MySQL, Oracle)
- ❖ Knowledge of Applicable Data Privacy Laws

NON-TECHNICAL SKILLS:

- ❖ Listening
- ❖ Adaptability
- ❖ Strong Communication
- ❖ Team work
- ❖ Interpersonal skills
- ❖ Analytical and Problem Solving
- ❖ Time management

CAREER OBJECTIVE:

I am looking forward to working in a position that demands collective team work in achieving quality output. It is also fundamental for me to further and build my IT skills in the diverse career path, strong written and verbal communication skills while developing my experience for career improvement.

ACADEMIC QUALIFICATIONS:

Business Computing (Bachelors): Uganda Christian University (2020-2023)

UACE: Forest Hill College (2018-2019)

UCE: St.Kizito Secondary School Bugolobi (2013-2016)

WORK EXPERIENCE:

UGANDA CANCER INSTITUTE (UCI), MULAGO HILL

IT Support Specialist

09/2022 – 11/2022

Achievements:

- Diagnosed and resolved various hardware, software and network problems for end-users.
- Served as the first point of contact for user inquiries and technical support requests.
- Installed, configured, maintained, desktop computers, laptops, printers, scanners and other hardware peripherals; repaired and replaced faulty hardware components when it was necessary.
- Installed, configured, and updated software applications and operating systems.
- Ensured that users had proper network connectivity, which included troubleshooting network issues, setting up network profiles, and assisting with Wi-Fi and VoIP connections.
- Assisted in test case creation, execution, and documentation for various web and mobile applications.
- Gained hands-on experience with automated testing tools, including Selenium and Jenkins.
- Supported UAT by preparing reports on testing outcomes and troubleshooting issues to improve end-user satisfaction.

UGANDA CHRISTIAN UNIVERSITY MUKONO

IT Support Specialist and Junior PHP Developer

08/2023 – 01/2024

Achievements:

- Installed, configured, maintained, desktop computers, laptops, printers, scanners and other hardware peripherals; repaired and replaced faulty hardware components when it was necessary.
- Maintained an inventory of IT assets, which included hardware and software licences.
- Ensured that I adhered to the rules and regulations on working under the organization and also ensured that any policies, guidelines, and regulations were followed by students while in the laboratories.
- Configured a NAGIOS core network monitoring system to monitor hosts and performed specific services on it like time lapsing.
- Worked closely with other IT sectors in the University to resolve complex technical issues and plan upgrades.

- Acted as custodian to one of the laboratories in the campus to help students with any IT based issues.

PERSONAL REFERENCES:

- Available upon request

LANGUAGE FLUENCY:

- English
- Lugbara
- Luganda

KEY ACHIEVEMENTS:

- Successfully Installed a NAGIOS monitoring system with different hosts and services
- Successfully made visual improvements to the UCU website with responsiveness and design
- Successfully graduated in a Cyber Security course in the IGNITE program.
- Participated in the installation of Network cables in at a new hospital in Arua

CERTIFICATE:

- Cyber Security – Scratch and Script, 2024

PROJECTS:

- Assisted in upgrading the internal network infrastructure for a Uganda Cancer Institute, improving network speed and security.
- Implemented a ticketing system that streamlined issue tracking and resolution processes, reducing response time by 20%.