# OPOLOT ISAAC

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**GitHub**: https://github.com/Joasac/

# Professional Summary

IT professional with 2 years of hands-on experience in Technical Support. Skilled in systems and network administration, troubleshooting, maintenance and repair, installations, security, Backups, data collection and entry, report writing and known for being agile and adaptive, team player, and effective communicator.

# Education and Trainings

Bachelor’s Degree in Computer Science at Gulu University 2022 to 2024

CCNA Training 2022

IT Support, GIS and web development Training at Gomo Technologies 2024

# Professional Experience

**Information Technology Officer at EurekaLinks UG Ltd Jan 2025 to Present**

* Extend and maintain wired/wireless LAN across 5+ departments and server rooms
* Train staff and clients on systems, software, and cybersecurity best practices, with over 200+ successfully trained so far.
* Troubleshoot hardware, systems, and network-related errors for both staff and clients achieving 20% error reduction so far.
* Run installations, create and manage user accounts, emails, access permissions and user interactions with systems to ensure system integrity.
* Setup, monitor and maintain Servers, ensure data security, and perform weekly full backups.
* Research, and recommend new technologies to improve efficiency.

**IT Trainee & Volunteer at Soroti District Local Government June 2024 to Nov 2024**

* Supported IFMS, PDMIS, and URA eReg systems for Finance, Community, and civil servants’ staff respectively increasing the departments’ efficiency from 50% to 90%
* Extended network connectivity to 3 renovated departments and 4 sub-counties.
* Resolved critical network and increased hardware devices across finance department units, reducing downtime by 40%
* Created over 500 user accounts for emails, windows, systems, tablets, manage and control access permissions.
* Provided on-site technical support, in sub-counties and also used GIS tools to plan for the sub counties resources.
* Researched, and recommended new technologies that increased operational efficiency by 20%.

**IT Intern at Jinja Referral Hospital May 2023 to Sept 2023**

* Extended, and managed network connectivity to 5+ hospital units and admin offices.
* Trained 50+ staff on the use of the ClinicMaster System, and security practices.
* Managed and Monitored systems, Networks, IP cameras, Bio-metric and extended the LAN.
* Assisted in installations, creation of new user accounts for 100+ users across all units.
* Troubleshot hardware, system and network errors across hospital and Administrative Units, reducing downtime by 60%.
* Participated in entering 500+ patients’ data into the system across all units and departments.

# Skills & Competencies

* WAF, Proxy-server, IDS, VPN, firewalls, Backups, ACL, penetration testing, traffic filtering in Wireshark, Active directories and ITIL
* LAN, WAN, SD-WAN, AWS and Azure basics
* TCP/IP, DHCP, routing protocols, Telnet, SSH, Sub-netting, Quality of Services.
* Windows, Linux, Windows server
* Google Suite (Forms, Sheets, Slides, Docs), and proficiency in Microsoft office and MySQL
* OpenVPN for remote access, and ODK collect
* Emails, Slack, Asana, Microsoft Teams, Google meet, and Zoom
* HTML, CSS, JavaScript, PHP, React-Native, and WordPress.
* Troubleshooting tools for hard and software and Jira for ticketing.

# Referees

1. ASIKU ALLAN | Chief IT Officer | EurekaLinks | codewithallan@gmail.com | 0789079301
2. EDIEDU EMMY | IT officer | Soroti District LG | edu.emmy@gmail.com | 0787394043
3. ANGUANDIA NORMAN | IT Officer Jinja Referral Hospital | [norman.anguandia@jinjahospital.go.ug](mailto:norman.anguandia@jinjahospital.go.ug) | 0785501124