**OPOLOT ISAAC**   
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**PROFESSIONAL SUMMARY**

Management Information Systems (MIS) and IT Support Specialist with over 2+ years of experience in system administration, data management, and reporting. Skilled in database management, dashboard creation, and user support, with a strong ability to improve system performance and promote data-driven decision-making. Experienced in Power BI, SQL, and digital tool customization for reporting and visualization. Adept at troubleshooting, staff training, and improving workflow efficiency.

**CORE COMPETENCIES**

* Systems Administration (Windows Server, Active Directory, Odoo ERP)
* SQL Database Administration (PostgreSQL, MySQL).
* Power BI, Excel Dashboards, data visualization, Information Systems design.
* Google Workspace (Drive, Gmail, Docs), Slack, Microsoft Office 365
* Data reporting, Analysis, and Documentation
* Digital tool customization (Kobo Toolbox, Zoho, Salesforce)
* IT infrastructure Setup, Network Support, and Troubleshooting.
* Data Backup, Recovery, and Security Management.

**PROFESSIONAL EXPERIENCE**

**IT Tracking Technician**

Asaak Financial Services Aug 2025 to present

* Configure and install tracking devices including TrackSolid, Track-24, and Trak Care on company-financed assets and conduct real time tracking using the systems.
* Conduct tracker reviews to ensure system accuracy, security, and real-time monitoring with a monthly target of 1114 assets both at office and field.
* I generate reports and visual dashboards using Power BI and Google Sheets, helping management make informed decisions.
* Support technical troubleshooting of tracking systems, printers, computers, and network for internal teams.
* Document installations and prepare technical reports for management and compliance on google sheets, and docs

**Technical Support Officer**  
EurekeLinks UG Ltd Jan 2025 to June

* Administered business information systems and databases (Daraza system and CRM) using MySQL and Salesforce used to manage data for over 500+ clients.
* Conducted SQL queries and manage PostgreSQL database for internal reports and backups.
* Led training and provided daily technical support for a team of 200+, ensuring efficient use of platforms like Google Workspace and Slack.
* Implemented a backup and recovery strategy across user machines and shared drives, improving data reliability and minimizing risk.

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

* Supported government platforms including IFMS, PDMIS, and eReg, assisting with accounts management and creation.
* Helped deploy and configure IT infrastructure across 10 rural sub-counties, extending services and connectivity increasing productivity by 30%.
* Conducted password resets, access management, and training on government email and collaboration tools.
* Provided documentation and assisted with hardware/software procurement, contributing to system continuity planning.

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

* Delivered front-line technical support across 15 departments, improving uptime and service request turnaround.
* Supported the ClinicMaster patient management system, entering and verifying sensitive health records.
* Led IT security awareness sessions for 100+ staff, with emphasis on user access control and data confidentiality.

**EDUCATION & CERTIFICATIONS**

Bachelor of Science in Computer Science Gulu University 2022 – 2024

**Professional Training**

* IT Support, GIS & Web Development – Gomo Technology 2024
* Cisco CCNA – Networking Essentials 2022

**REFERENCES**

Jude Jakuma | Recovery Admin Asaak Gulu Branch| [jude.jakuma@asaak.com](mailto:jude.jakuma@asaak.com) | 0703475022

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