

## **Resume**

**Name:** Balenzi Phillip

**Profession:** IT Officer

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### **Personal Summary**

I am a passionate IT Officer with hands-on experience in software development, IT support and system maintenance. Skilled in collaborating with stakeholders to deliver viable and optimal technology solutions. Detail-oriented, proactive and equipped with strong problem-solving skills that drive innovation and efficiency.

### **Work Experience**

#### **1. National Water and Sewerage Corporation (NWSC) – Jinja Road, Kampala**

**IT Officer** | Full-time | January 2024 – Present

- Develop clean, efficient, and maintainable code in ASP.NET and C#
- Design, develop, and maintain software applications
- Gather and analyze user requirements in collaboration with stakeholders
- Prepare technical documentation, including Software Requirements Specifications (SRS), System Design Documents (SDD), and User Manuals
- Conduct testing, debugging, and performance optimization
- Train end-users on system functionality and best practices

**Assistant IT Officer** | Full-time | June 2023 – December 2023

- Wrote and maintained efficient code in ASP.NET and C#
- Authored system documentation including SRS, SDD, and User Manuals
- Designed, developed, and supported enterprise software systems
- Collaborated with business teams to capture requirements and deliver solutions
- Debugged applications and resolved system issues
- Conducted user training and technical support sessions

#### **2. Marasa Africa Lodges (Mweya Safari Lodge) – Mweya, Kasese**

**IT Support Officer** | Full-time | February 2023 – May 2023

- Installed, configured, and updated software on company systems
- Performed regular data backups and server maintenance
- Troubleshoot hardware and software issues (computers, printers, scanners)
- Maintained and repaired computer hardware components

- Configured and supported LAN networks and company systems
- Provided user support for enterprise applications

### **Education Background**

- **Certificate in Software Engineering**  
Clarke International University | January – April 2022
- **Bachelor of Science Computer Science**  
Mbarara University of Science and Technology | September 2017 – April 2021
- **Uganda Advanced Certificate of Education (UACE)**  
Bethany High School Naalya | February 2015 – November 2016
- **Uganda Certificate of Education (UCE)**  
Kiira College Butiki | February 2011 – November 2014
- **Primary Leaving Examination (PLE)**  
Buwenge Parents Primary School | February 2005 – November 2010

### **Technical Skills**

- C#, ASP.NET, HTML, CSS, JavaScript, React and Blazor
- Microsoft SQL Server and MySQL
- Git
- Software Documentation

### **References**

- Otto Kenneth Kelvin | Principal IT Officer  
National Water and Sewerage Corporation (NWSC)  
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Address: Kirinya, Wakiso
- Lukabwe Martha | Principal IT Officer  
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- Ssenengo Jackson | Facilitator / Technical Lead  
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