# MUGABO CLETUS

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Hima Kasese town

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## PROFILE

Dedicated IT professional with a strong foundation in operating systems, troubleshooting, and network protocols. In my current role as a Help Desk Assistant at Twist Logistics Ltd, I've honed my skills in resolving technical issues, maintaining networks, and managing user accounts. My experience as an Information Technology Officer at Ride-link Ltd further developed my abilities in records management and team collaboration. With an ITIL 4 Foundational certificate and a Bachelor's degree in Computer Engineering, I'm also pursuing a Cisco CCNA certification to deepen my expertise. I'm committed to delivering reliable IT support and ensuring seamless operations.

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## TECHNICAL SKILLS

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| Operating system proficiency | Trouble shooting |
| Network protocol knowledge | Hardware component familiarity |
| Software configuration | Microsoft 365 suite |

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## OTHER SKILLS

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|---|---|
| Effective Communication | Time management |
| Organisational skills | Problem solving skills |

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## PROFESSIONAL EXPERIENCE

**Twist Logistics Ltd**

**Plot 24a Bugolobi**

**Kampala, Uganda**

**May 2024 – Present**

**Help Desk Assistant**

Accomplishments

- Resolved hardware and software issues on all company PC's.
- Offered clear and concise solutions over phone calls to workers in the field.
- Performed regular network and system maintenance avoiding problems before they arise.
- Successfully set up user accounts, permissions and passwords controlling access and security.

- Maintenance of Logistics systems Database and timely update of apps and all operations software.
- Carrying out all other duties assigned to me by my manager

**Ride-link Ltd**

**January 2024 – March 2024**

**Systems and Electronics Engineer**

Accomplishments:

- Successfully ensured smooth flow and access to information through records management.
- Monitored and analysed routers and switches in the work place.
- Provided solutions to software and hardware problems.
- Produced and submitted periodic activity reports, fostering high standards for data collection and analysis.
- Designing and commissioning of effective Network systems.
- Routine maintenance of all electronic Hardwares and peripherals.
- Any other duties assigned by my manager.

**Ride-link Ltd**

**August 2023 – September 2023**

**Internship**

Demonstrated exceptional design skills by coming up with a trouble shooting solutions for different problems encountered by workers in the different teams.

Accomplishments:

- Gained experience in electronics software and design of 3D models.
- Managed and installed various operating systems and software on PCs.
- Gained hands-on experience in troubleshooting and repairs of IT equipment.

**Fundibots**                                                    **October 2022 - December 2022**
**Internship**

Gained expertise in efficiently managing and installing operating systems and software on PCs, repairing PCs and UPS units, soldering computer components, and working with databases, including MySQL.

Accomplishments:

- Efficiently managed and installed various operating systems and software's on PC's.
- Carried out repairs of approximately 10 different PC's and UPS.
- Learnt how to repair and solder in place components of different computers.
- Managed to learn how to troubleshoot and repair routers and other networking devices.
- Managed to learn how to work with databases such as MySQL.

## EDUCATION

**ALISON**
CISCO CCNA CERTIFICATE (ON GOING)
**ALISON**
ITIL 4 FOUNDATIONAL CERTIFICATE
**MBARARA UNIVERSITY OF SCIENCE AND TECHNOLOGY**
BACHELOR OF SCIENCE IN COMPUTER ENGINEERING

**KIBIITO SECONDARY SCHOOL**
UACE CERTIFICATE

**EAST HIGH SCHOOL.**
UCE CERTIFICATE

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## CERTIFICATION

**CERTIFICATES**

- Currently enrolled in Cisco CCNA certificate course
- ITIL 4 Foundational certificate
- Bachelor degree of science in Computer Engineering

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**References are available on request**.