

MUGABO CLETUS

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Hima Kasese town

IT SERVICE DESK OFFICER

Dedicated IT professional with a strong foundation in operating systems, troubleshooting, and network protocols. In my current role as a Help Desk Assistant at TwistUg Logistics, I've honed my skills in resolving technical issues, maintaining networks, and managing user accounts. My experience as an Information Technology Officer at Ridelink 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.

TECHNICAL SKILLS

Operating system proficiency	Trouble shooting
Network protocol knowledge	Hardware component familiarity
Software configuration	Microsoft 365 suite
Database Management	Google Workspace skills

OTHER SKILLS

Effective Communication	Time management
Organisational skills	Problem solving skills

PROFESSIONAL EXPERIENCE

TWISTUG LOGISTICS	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.

Ridelink	January 2024 – March 2024
Information Technology Officer	

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.
- Collaborated with MEAL and non-MEAL staff to facilitate decision-making and program adaptation.

**Ridelink.
Internship**

August 2023 – September 2023

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

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
Internship**

October 2022 - December 2022

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

CERTIFICATION

CERTIFICATES

- Currently enrolled in Cisco CCNA certificate course
- ITIL 4 Foundational certificate (Attached)
- Bachelor degree of science in Computer Engineering (Testimonial attached)

References are available on request.

CERTIFICATES

