

# CONRAD WAAKO

SOFTWARE ENGINEER

## PROFILE

A highly motivated, self-driven professional software and civil engineer, a Christian by birth and born again in faith.

Creative and results driven, great at transforming user requirements with smart tools into products built to satisfy client needs.

Proven ability to work in multidisciplinary teams and perform well under pressure.

## WORK EXPERIENCE

### Apprentice

Refractory Academy, Muyenga | June 2025 – present

- Developing a mental health wellness app and website with a team of 7 developers, in the capacity of technical lead.
- Led in requirements gathering, translating user needs into actionable features, contributing in project planning and project execution.

### Head of Technical

ReadyMedia (U), Naguru, Kampala | Aug 2023 – June 2025

- Rendered technical support in content delivery network setup for streaming servers of media projects including the Afromobile app.
- Partook in requirements gathering, translating user needs into actionable features, guided a team of 2 employees in technical mentorship and project execution.
- Monitored NOC video streaming systems, ensuring robust performance, minimal downtime, and effective troubleshooting of ICT infrastructure.

### Team lead

Green Streets, RISE Makerere University, Kampala | Dec 2023 – June 2024

- Developing a navigation mobile app for aiding drivers in traffic jam.

### App development Consultant

IFRAD (U) Ltd, Kampala | Nov 2022 – June 2023

- Requirements gathering and analysis for mobile games for youths.
- Project coordination within the development team and progress reporting to the project managers.
- Developed and tested the Knowit app version 1.

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## EDUCATION

### Bachelor of Science in Software Engineering | 2020 - 2025

Makerere University, Kampala.  
2:1 class degree.

### IT Foundation with Catalyst Program | Sept – Dec 2019

Refractory Academy, Kampala.

### Higher diploma in Civil Engineering | 2015 - 2018

Coventry University, England.

### A-Level | 2014

Light Academy, Kigo.  
14 points in UACE.

## SKILLS

- Communication
- Teamwork & leadership
- UI/UX Design
- Mobile app & website development
- Java, C#, Flutter, Javascript
- Git, Version Control process automation & jenkins
- SQL Database & Networks
- Digital asset protection
- Full stack lean development
- Trunk based development
- Agile scrum development
- Remote asset monitoring
- Debugging
- Driving

## CERTIFICATIONS

- IBM: Cyber security fundamentals
- NSSF: Business Foundation
- ISC<sup>2</sup> CC
- Google: Android app developer
- Evangelism Explorer Witnessing

## HOBBIES

- Bible study
- Sports e.g basketball & jogging
- Reading self-help books
- Watching documentaries like Hackernews

## OTHER RELEVANT EXPERIENCE

IEEE Engineering Conference | June 2025

- Connecting with IEEE engineers at Kigali University to discuss technology and development opportunities Africa today holds.
- Participated in a hackathon and built the Tetricric web solution which I currently maintain.

Final year project | May 2024

- Developing a prosthetics arm device that is monitored on a mobile app and its analytics tracked remotely.

Bubbles Wash | September 2024

- Developing an innovative solution where laundry can be sent for and tracked via a mobile app.

## REFERENCES

### **Jude Patrick Mugisha**

Executive Director | IFRAD (U) Ltd

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### **Micheal Nyitegeka**

Program Director | Refactory Academy

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### **Dr Agaba Joab**

Lecturer | School of Computing and IT, Makerere University