

BILLY GOLOOBA

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PROFESSIONAL SUMMARY

Motivated IT Support Analyst seeking a new position in a dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment.

EXPERIENCE

IT Support,
Orchard International Christian School

April 2018 - To

- Deployed a hybrid learning platform to enable classes to continue during the Covid-19 pandemic that saved the institution a loss of more than 100 million Uganda Shillings.
- Providing on-phone and online IT support to users of the hybrid learning platform.
- Performing system administration tasks for the school.
- Troubleshooting day-to-day issues experienced by the staff which include but are not limited to software, hardware, and network connectivity problems.
- Implementing new hardware and software solutions within the school that improve workflow and customer service provision.
- Performing routine maintenance and inventory control of all IT equipment.
- Training students and staff in the fundamentals of Microsoft applications and other software applications.

IT Director,
Incept Uganda Limited

Sept 2016 - Apr 2018

- Led a team of field IT technicians and completed several networking projects.
- Provided PC and Mobile support to resolve client issues.
- Designed, Implemented, and configured wireless networks.
- Conducted IT services training for new employees.

Assistant Systems Administrator,
Frontiers E-word

Feb 2012 - Aug 2016

- Performed System administration through windows server environments and active directory.
- Developed and maintained the company website using WordPress.
- Supervised hardware and software maintenance routines.
- Communicated with company representatives and vendors to identify wireless network products that would support and enhance departmental and company operations.
- Documented support ticket results for new client issues and updated the resolutions manual.

IT Support Technician,
Omega Construction Limited

May 2009 - Dec 2011

- Provided technical support to staff in line with software installations and configuration of computer peripherals like printers and Scanners
- Configured, installed, and maintained computers.
- Installed security software and monitored updates.
- Assisted in deploying and maintaining the local area networks at the offices.

EDUCATION

Diploma in Computer Science, 2011
Kyambogo University, Kampala Uganda

Certificate in Computer Science, 2008
Kyambogo University, Kampala Uganda

CERTIFICATES

International Computer Driving License. Certificate, 01/2020
Google IT Support Professional Certificate on Coursera. Ongoing.

SKILLS

- Website development with WordPress
- Basic knowledge of python.
- Microsoft Office
- Customer Service
- Problem solving