Josiah Uma, MBCS

AI & ICT Training Specialist | Data & Software Engineer | Cloud Solutions Architect
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PROFILE SUMMARY

Digital Innovation Specialist with over 7 years of experience leading data-driven transformation, cloud, and AI initiatives across government and enterprise. Recognised for developing scalable digital platforms that enhance public service delivery, mentoring professionals in emerging technologies, and advancing the UK's digital innovation landscape.

CORE COMPETENCIES

- **AI & Automation:** Applied AI in business processes, AI for data analytics
- **Data Engineering:** ETL pipelines, data modeling, data warehousing, SQL optimization
- **Cloud Infrastructure:** AWS, Azure, Google Cloud, Supabase
- **Software Development:** Python, Laravel, Next.js, JavaScript, React
- **Data Visualization:** Power BI, Tableau, Pandas
- **DevOps Tools:** Docker, GitHub Actions, CI/CD
- **Leadership:** Technical training, project delivery, mentoring, ICT governance

PROFESSIONAL EXPERIENCE

HM Prison and Probation Service (HMPPS), UK

ICT Manager / Regional ICT Training Specialist | Dec 2021 – Present

- Lead the AI digital modernization strategy across the East of England region, supporting over 2,000 staff.
- Designed and implemented a regional intranet platform adopted as the official knowledge and collaboration hub.
- Spearheaded data-led decision frameworks using Power BI dashboards and SQL pipelines.
- Provide ICT leadership and staff capability training aligned with MoJ security standards.

Littlefish (UK) Ltd, Nottingham

Service Desk Engineer | Jun 2021 – Dec 2021

- Delivered advanced support for public sector clients, managing O365, Exchange, AD, and GSuite environments.
- Monitored multi-site server health using Cisco Prime, Veeam, and WhatsUp Gold.
- Mentored new engineers, improving service desk onboarding and escalation processes.

XMA, Nottingham

IT Analyst | Dec 2020 – Jun 2021

- Handled first-line queries and escalated IT support for enterprise clients.
- Automated key support workflows and maintained client backup and recovery systems.

Macob IT Solutions, Dubai

IT Support Engineer / Junior Administrator | Jan 2020 – Dec 2020

- Built secure server infrastructure and established cloud backup systems.
- Enhanced system uptime through proactive monitoring and performance optimization.

ViganTech, Nigeria

IT Analyst / Web Administrator | Jan 2017 – Dec 2019

- Led design and management of 11+ dynamic client websites across industries.
- Delivered end-to-end lifecycle management from requirements to deployment.

Lagos State Government, Nigeria

IT Help Desk Specialist | Mar 2013 – Feb 2014

- Supported digital transformation using Excel, Access, and Google tools.
- Created productivity dashboards for departmental performance insights.

Coca-Cola Enterprises, London

Business IT Analyst | Jun 2012 – Sep 2012

- Evaluated and improved stock management web systems during the 2012 Olympics.
- Ensured risk and impact documentation for technology changes across event operations.

EDUCATION

- MSc Information Technology Consultancy – University of Kent (2011–2012)
- BSc Computer Science with Business Management – Queen Mary University of London (2008–2011)

CERTIFICATIONS, AWARDS & PROFESSIONAL RECOGNITION

- Recognized for excellent service within HMPPS East of England Region (2024)
- Member, British Computer Society (MBCS)
- BCS Essentials Certificate in Artificial Intelligence
- Contributor to open-source projects and data communities
- Microsoft Certified: Azure Fundamentals
- AWS Certified Cloud Practitioner
- Microsoft Certified Professional – MCSA: Windows Server 2016