

Josiah Uma, MBCS

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

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PROFILE SUMMARY

Digital Innovation and AI Specialist with over a decade of experience driving technology transformation across the public and private sectors. Proven record in leading data-driven, cloud, and AI initiatives that modernise service delivery and improve organisational efficiency. Recognised for developing scalable digital platforms within government, mentoring professionals in emerging technologies, and founding Vigan Limited, a digital media and print-tech company featured in Techpoint Africa. Passionate about advancing the UK's civic-tech and AI innovation landscape through ethical, inclusive, and impactful digital solutions.

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:** Project delivery, Training & mentoring, ICT governance, Entrepreneurship

PROFESSIONAL EXPERIENCE

HM Prison and Probation Service (HMPPS), MoJ 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 used by over 2,000 staff.
- Spearheaded data-led decision frameworks using Power BI dashboards and Power Apps.
- Provide ICT leadership and staff capability training aligned with MoJ security standards.

Littlefish Ltd, Nottingham UK

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 UK

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.

Vigan Limited, Nigeria & UK

Founder & CEO / Mar 2014 – Mar 2022

- Founded and led **Vigan Limited**, a registered digital media and print technology company delivering **on-demand, high-quality printing and digital branding services** to businesses, individuals, and government agencies.
- Oversaw end-to-end operations: digital design, online order automation, and large-scale production.
- Pioneered early adoption of **digital workflow automation** for print orders, reducing turnaround time by 60%.
- Managed a team of designers and print technicians, scaling the company's reach to clients nationwide.
- Featured in **Techpoint Africa**, a leading African technology publication, for contributing to the rise of digital innovation in regional SMEs ([link](#) and [Video Link](#)).
- Registered and operated the company in both the **UK and Nigeria**, establishing cross-border B2B partnerships.

Lagos State Government, Nigeria (Compulsory National Service)

IT Help Desk Analyst / Mar 2013 – Feb 2014

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

Coca-Cola Enterprises, London UK (Job placement awarded as a runner up in IBM Entrepreneurship Competition in University of Kent)

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.
- Developed a stock failure identification desktop application using Java, this helped to automate and streamline the process thereby reducing time spent by 80%.

EDUCATION

MSc Information Technology Consultancy – University of Kent (2011–2012)

- Graduated with Merit, focusing on advanced computing, systems design, and innovation management.

- Awarded job placement with Coca-Cola as a runner up in the National IBM's Entrepreneurship Challenge.
- Was appointed Projected Manager for the student run IT Consultancy (Kent IT Clinic - KITC), delivering IT solutions to local businesses.
- Collaborated on multiple group projects emphasising digital transformation and AI readiness.

BSc Computer Science with Business Management – Queen Mary University of London (2008–2011)

- Awarded a first class in inal-year project: 'Designed an Android Mobile Application, gamified English learning for non-native speakers'.
- Was a member of SIFE (Students in Free Enterprise), contributing to community development projects using technology solutions.

Completed modules in software engineering, database systems, and business strategy.

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