

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 the UK government and mentoring professionals in emerging technologies. Passionate about advancing the UK's civic-tech and AI innovation landscape through ethical, inclusive, and impactful digital solutions.

CORE COMPETENCIES

- **Artificial Intelligence & Automation:** Applied AI in digital transformation, natural language processing, and workflow automation.
- **Data Engineering & Analytics:** ETL pipelines, data modeling, data warehousing, SQL optimization, and visualization using Power BI, Pandas and Tableau.
- **Cloud Infrastructure:** AWS & Azure (certified), Google Cloud, Supabase integration.
- **Software Development:** Full-stack engineering with Python, Laravel, JavaScript (React, Next.js).
- **DevOps Tools:** Version control, Docker, and CI/CD workflows using GitHub Actions.
- **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.

Fresh Fountain Charity, United Kingdom

Volunteer Web Developer & Digital Advisor (Jan 2023 – Present)

- Developed and integrated an open-source CRM system to digitise member management and communication.
- Delivered digital literacy and media training sessions for staff and volunteers.
- Strengthened the organisation's global visibility with 8,000+ web views across 10+ countries.

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 2016 – 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. 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](#)).

KoziApp, Nigeria

Founder & Product Lead (Jan 2015 – Aug 2015 - terminated due to an accident)

- Conceptualised, designed, and led the development of KoziApp — a personality-based job matching and career discovery platform across web, Android, and BlackBerry devices.
- Built and implemented the psychometric matching algorithm to align job seekers with roles that matched their personality profiles and behavioural strengths.
- Added over 1,000 companies and gained national recognition through a feature in Techpoint Africa for pioneering data-driven recruitment innovation in Nigeria.

Oveem, Nigeria

Founder & Lead Developer (Oct 2013 – Jan 2015)

- Founded and developed one of Nigeria's first online fresh fruit and vegetable ordering platforms, connecting farmers directly to consumers via a digital marketplace.
- Designed, coded, and deployed the web platform, managing product listings, logistics, and customer experience end-to-end.
- Partnered with restaurants, businesses, and households; expanded delivery operations by acquiring logistics vehicles and growing the customer base regionally.

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 at 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 Project 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 final-year project: 'Designed an Android Mobile Application, gamified English learning for non-native speakers'.
- I 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