

ISAAC NSUBUGA

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WORK HISTORY

2024 - current

Data Analyst

General Machinery Group of Companies [GMACH]

- Applied models & data to understand and predict repair costs for vehicles on the market.
- Developed reports to address problems with customers thus revealing insights that boosted conversations.
- Performed time series analysis to identify seasonal trends and patterns thus providing valuable insights to stakeholders.

2017-03 -

Current

Systems Admin

GENERAL MACHINERY GROUP OF COMPANIES [GMACH], KAMPALA, UGANDA

- Resolve diverse range of technical issues across multiple systems and applications for customers and end-users within the subsidiary companies.
- Build and maintain network servers such as file servers, VPN gateways, intrusion detection systems.
- Determine network and system requirements.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout the group's LAN/WAN infrastructure is on par with technical considerations.
- Design and deploy networks.
- Install and maintaining network hardware and software.

2016-02 -

2016-10

I.T Technical Support

RUPERT CLOUD INC., KAMPALA, KAMPALA

- Activated accounts for clients interested in new services.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Provided on-call support for critical issues related to pay rainbow online payment system.

2015-03 -

2015-11

Help Desk Support Technician

AMONSOFT LIMITED, KAMPALA, KAMPALA

- Explained technical information in clear terms to non-technical individuals to promote better understanding.

TECHNICAL SKILLS:

- Data Prep & Visualization.
- EXCEL
- TABLEAU
- MS POWERBI
- SQL
- Software diagnosis.
- Technical issues analysis.
- Remote IT Implementation.
- Systems Administration.
- Local Area Network (LAN) & Wide Area networks (WAN)
- Ticket support system management.
- Network diagnostics.

SOFT SKILLS:

- Team Player.
- Problem Solving.
- Communication.
- Adaptability.
- Detail Oriented.
- Integrity.

CERTIFICATIONS:

- CCNA
- IBM DATA ANALYST PROFESSIONAL [IN PROGRESS]

- Compiled and accurately entered data for each customer encounter to record in system.
- Configured hardware, devices and software to set up work stations for employees.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

EDUCATION

2013-09 - 2017-02	BACHELORS OF INFORMATION TECHNOLOGY. (MAKERERE UNIVERSITY - KAMPALA - UGANDA)
2018 -2019	RUBICON CORE BANKING SYSTEM. (MERCANTILE CREDIT BANK LIMITED)
2021 -2022	INFORMATION SYSTEMS AUDITING, CONTROLS & MANAGEMENT (COURSERA)
2023 - 2024	DATA ANALYSIS ASSOCIATE. (CNERGY LEARNING - DALLAS TX)