Ronald Mugume
Cloud Engineer

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WORK EXPERIENCE

Djamboree IT - Associate Cloud Engineer

June 2024 - current   Kampala, UG

- Leveraged AWS and GCP to innovate in cloud computing, achieving a 40% increase in system reliability and a 35% improvement in network performance through strategic Kubernetes and Terraform implementations.
- Implemented Infrastructure as Code, achieving a 71% reduction in manual tasks and markedly enhancing operational consistency.
- Scaled infrastructure to support a 27.4K increase in user traffic during a product launch without service interruptions.
- Implemented auto-scaling and load balancing, resulting in a 33% reduction in monthly GCP expenses..

Djamboree IT - IT Support Specialist

Jan 2022 - current   Uganda

- Resolved critical network connectivity issues, enhancing network security and achieving a 99% SLA, thus boosting client satisfaction significantly.
- Spearheaded PBX system installation at BetPawa Uganda, enhancing internal and external communication efficiency.
- Streamlined Linux server management by implementing automated scripts for user account and software installations, enhancing system efficiency by 20%.
- Participated in network engineering projects: Collaborated with network engineers to implement network infrastructure solutions, including network cabling, router configuration, and troubleshooting network connectivity issues.

Petroleum Authority of Uganda - IT Intern

Mar 2022 - Jul 2022   Kampala, Uganda

- Successfully installed and managed Active Directory, DNS, DHCP, IIS, and Hyper-V on Windows Server 2019/2022, optimizing system performance for 500+ users.

EDUCATION

Kyambogo University - Bsc. Information Technology and Computing

August 2019 - December 2023   Kampala Uganda

SKILLS

Terraform; Kubernetes; Google Cloud Platform (GCP); Python (Programming Language); Mikrotik; Open Shortest Path First (OSPF); Bgp; Asterisk (PBX); Fortinet; Windows Server; Linux System Administration; Splunk; VLANs; Docker; GNS; AWS; MPLS