OSCAR OWOR

Emirates Information Technology Group
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OBJECTIVE

My objective is to be a high level resource within a reputable organization so as to make a long lasting and outstanding contribution to the field of Information Technology.

EDUCATION

Bachelor of Information Technology
Makerere University, Wandegeya, Kampala

August 2007 – January 2011

Specialized in computing, communication and business skills necessary for employment in today's ICT industries and business organizations.

Developed conceptual and practical IT Skills in system administration, IT project management, technical planning and IT support. Also learnt key skills in integrating financial, organizational, marketing and production/service

Uganda Advanced Certificate of Education
St. Lawrence Citizens High School -Creamland, Nabingo

February 2005 – November 2006

Uganda Certificate of Education
St. Lawrence Citizens High School, Mengo, Kampala

February 2001 – November 2004

Primary Leaving Education
Nakersero Primary School, Nakersero, Kampala

February 1994 – November 2000

Professional Trainings and experiences:

Information Technology Infrastructure Library-ITIL 2011
Cert.No (4881258) New Horizons Training institute – Dubai, UAE

September 2013

Proudly an ITIL Foundation badge holder with solid understanding on the best practices focusing on aligning IT services with the needs of the business.

CompTIA A+   Cert.No - (COMP001020614473)
EMTECH Solutions and Technical learning center – Dubai UAE

May 2013

This vendor neutral certification helped me acquire skills in maintenance of PCs, mobile devices, laptops, Desktops, Operating systems as well as IT devices like printers, scanners.

Cisco Certified Networking Association (CCNA) Cert.No (CSCO12882951)
Zabeel International Institute of Management and Technology

January 2015

Hard Skills

Troubleshooting

ITIL Framework.

Laptop and PC Configuration

IT & Customer Support

Network Operations- Cisco Router and Switch management

Storage &Cloud

Azure, AWS.

Application Support.

Applications e.g.

ServiceNow, HPSD, HPSM, Inventory Management, Outlook

Operating Systems e.g. Windows 10, 8, 7, XP, Server 2008, 2012, 2016

Data Analysis

Technical Writing

New Technologies

EXPERIENCE

IT Support Engineer (L2), Emirates Airline   **November 2012 – Present**
CSS Outstations | Emirates IT, Dubai, UAE

Performing software and server support for Emirates Airline. Assisting with critical system outages, software upgrades, and capacity planning. Coordination with business executives, software experts, help desks, and data source teams in a 24x5 availability environment. Support tasks involved work with Windows servers (2003, 2008, and 2012, 2016) and Windows XP, 7, 8 and 10.

Daily duties involve logging customer/employee queries, troubleshooting, fault isolation and resolution of problems on workstations and server systems, as well as network appliances primarily as L2 support.

Installing and configuring computer systems.ie. Windows 7 and now 10 migration and deployment both locally and remotely on various laptops and PC's

Analyzing call logs to spot trends and underlying issues – Root cause analysis.

Remote desktop support, user guidance and advice on best practices.

Recent projects and achievements timeline: (Emirates Airline)

- **March 2015 – 2020** - Currently involved in service operation in a supported environment. Providing best practices for achieving the delivery of agreed levels of services to end-users. Also involved in the migration of PC's from Windows 7 to 10 via SCCM

- **February 2015 – March 2015** – Involved in the ongoing EOL (End OF Life) hardware replacement project. Strategically understanding organizational objectives and customer needs as well as delivering business objectives.

- **May - October 2014** - Proudly involved and recognized for my efforts in the Budapest Contact Centre startup which went live on 20th October as well as the **Clark Contact Centre** 28th September. – Both projects were delivered on time with positive feedback on setup and performance.

- **January 2014 – May 2014** – Involved in multiple office/station startups in the outstation carrying out tasks like service call and IT service request management as well as inventory related tasks. Among the startups include: - Oslo Town and Cargo, Chicago, Kano, Abuja, Manchester contact Centre just to mention but a few.

- **November 2012- September 2014** - Actively participated in the Windows 7 migration project for both the Outstations and Dubai based offices. The project saw us complete Windows 7 migrations across all EK offices spanning 400+ offices in a timely and professional manner - for this I was awarded with an appreciation Najm.

Recent projects and achievements timeline: (University)

- **February 2008-June 2011**- Design and Implementation of a Mobile Flight Reservation Business System (MFRBS) based on a Case study of SN Brussels Airline for use on a mobile phone as part of fulfillment of the award for Bachelors of Information Technology (Makerere University).

Key Attributes

High level of practical technical and professional competence

Ability to recognize and resolve issues promptly

Work under pressure, without supervision, within tight deadlines

A high level of attention to detail

Ability to balance priorities

Strong report writing and presentation skills

Have the ability to work in a multi-cultural environment, a natural at networking, well- spoken and decisive.

Ability to delegate and escalate appropriately.

Soft Skills

Self-motivated, empathetic, proactive, results-orientated, Work well under pressure and get satisfaction from job well done.

Effective communication at all levels, both written and verbal

Self-discipline, organization and strong work ethic.

Problem-solving, such as Troubleshooting and analyzing

Time-management, such as Scheduling, Goal setting and delegation

Collaboration, multi-tasking and a team player

Systems & Network Admin   **June 2010 – September 2012**
Cazmo IT Solution Limited (Uganda)

Duty & Responsibilities held in summary.

- Setup and installation of computers, Server systems (File, Print, Proxy and Mail Servers) on the Local Area network (LAN).
- Customer advisory on choices of systems (desktops, laptops, printers, and other IT accessory requirements and capabilities).
- Laptop and Computer Repair and Sales.
- Troubleshooting, fault isolation and resolution of problems on workstations and server systems, as well as network appliances e.g. switches, Routers, Wireless Access points.
- Operations & Maintenance, as well as housekeeping of server systems (File, Print and Mail) to ensure they run optimally.
- Perform routine health-checks on systems and take any needed corrective actions to fix/ mitigate issues.
- Attend to emergencies and critical system faults reported in a timely manner as efficiently as required.
- Part time Website development with Visual Studio, HTML, and Dreamweaver.

System IT Technician
Monaco Computer Laboratory & Training Centre (Uganda)   **June 2008 to March 2010**

Duty & Responsibilities held in summary.

- Server support towards File, Print and Mail servers.
- Performing upgrades and patching of computers to ensure they have the latest updates.
- Responsible for workstation/ Internet security through Anti-virus, Windows firewall
- Troubleshooting, fault isolation and resolution of problems on workstations and server systems, as well as network appliances e.g. switches, Routers, Wireless Access points.

Referees available on request.