TUMUSIIME EMMANUEL

ICT SPECIALIST | ICT MANAGER | COMPUTER SCIENCE PROFESSIONAL

Nationality	Ugandan	**Date of Birth**	December 1992
Marital Status	Married	**Telephone**	0702012703 / 0787416804
Location	Uganda	**Email**	tumusiimeemma02@gmail.com

PROFESSIONAL PROFILE

ICT professional with 8+ years of experience spanning ICT support, ICT management, education technology, computer systems, networking and user support. Holds a Bachelor of Science in Computer Science from Makerere University and a Diploma in Information Technology. Experienced in supporting organizational ICT operations, maintaining technology infrastructure, troubleshooting technical problems, training users and coordinating technology resources across education and business environments.

KEY PROFESSIONAL COMPETENCIES

ICT Management • IT Support • Systems Administration • Network Administration • Hardware & Software Support • ICT Infrastructure • User Training • ICT Asset Management • Technology Deployment • Troubleshooting • ICT Documentation • Technology Planning • Computer Laboratory Management • Information Systems Support

TECHNICAL & COMPUTER SCIENCE SKILLS

Area	Technical Competencies
Programming & Software Development	Programming fundamentals, algorithms and problem solving, software development concepts, debugging and code maintenance.
Web Technologies	Web application concepts, HTML, CSS, JavaScript fundamentals, web technologies and website support.
Databases	Database concepts, relational databases, SQL fundamentals, data organization, querying and database support.
Computer Systems	Computer hardware, operating systems, software installation/configuration, system troubleshooting and maintenance.
Networking	LAN/WAN concepts, TCP/IP fundamentals, network configuration, connectivity troubleshooting, routers, switches and Wi-Fi support.
Systems Administration	User support, system configuration, account management concepts, software deployment, system maintenance and technical documentation.
Cybersecurity	Information security fundamentals, access control, password/security practices, data protection and security awareness.
Cloud & Modern IT	Cloud computing concepts, online collaboration platforms, remote support concepts and technology integration.
Microsoft & Productivity	Microsoft Windows, Microsoft Word, Excel, PowerPoint, Outlook and general office productivity tools.
ICT Education & Training	Computer literacy training, ICT curriculum support, practical laboratory instruction and user capacity building.

PROFESSIONAL EXPERIENCE

Period	Position / Organisation	Key Responsibilities
2023 – Present	**ICT Specialist** Avenue Insurance Brokers	Provide ICT support and troubleshooting; maintain computers, software, networks and ICT equipment; support users; assist with ICT asset management, documentation and technology maintenance.
2019 – 2023	**ICT Manager** Dream Africa Schools	Managed ICT infrastructure and daily technology operations; supported staff, teachers and students; managed computer laboratories and networks; installed and maintained systems; trained users; supported ICT planning and procurement.

Period	Position / Organisation	Key Responsibilities
2017 – 2019	**ICT Manager** International Institute of Health Sciences (IIHS) -Jinja	Managed ICT operations and resources; maintained systems, networks and equipment; installed/configured hardware and software; resolved technical issues; supported ICT laboratories and trained users.
2016 – 2018	**ICT Teacher** Global Education Management Schools (GEMS) - Royal Palm Butabika	Taught ICT and computer subjects; prepared practical lessons; conducted computer laboratory sessions; assessed learners; supported computer laboratory operations and provided basic technical assistance.

EDUCATION

Period	Qualification	Institution
2013 – 2016	**Bachelor of Science in Computer Science**	Makerere University, Uganda
2016 – 2017	**Diploma in Information Technology**	Global Institute of Business and Information Technology, Makerere
2010 – 2012	**Uganda Advanced Certificate of Education (UACE)**	St. Lucia Hill School, Namagoma
2006—2010	**Uganda Certificate of Education (UCE)**	King Solomon College Kyataga
1999—2005	**Primary Education**	Kibuye Primary School

PERSONAL ATTRIBUTES

Analytical and problem-solving ability • Strong technical troubleshooting • Communication and interpersonal skills • Teamwork • Time management • Organization • Adaptability • User-focused service • Training and capacity building

REFEREES

Name	Position	Organisation	Contact
James Mutai	ICT Specialist	Lyca Mobile	Tel: +256 784 458149
Namatovu Glady	ICT Manager	Skyview Junior School	Tel: 0708832393
Ddumba Steven	Director	Ezone School Uganda	Tel: 0772111223

Declaration: The information provided in this CV is true and accurate to the best of my knowledge.