

CURRICULUM VITAE

Name: Kisitu David
Address: Makerere, Kampala District
Citizenship: Ugandan
Profession: Software Engineer | Network & Digitization Practitioner

Marital Status: Single
Email Address: kisitud@gmail.com | Tel Contact: +256-779-336414 / +256-703-336414

PROFESSIONAL PROFILE.

I am a qualified Software Engineer with over 15 years of ICT experience, with specialization in Software Design and Analysis with strong skills in Systems Analysis, System design, research questionnaire digitization using Kobo Toolbox, and data management. I have extensive experience in local area network setup, management and troubleshooting, as well as planning. As a network administrator, I have planned, set up and managed the local area network for the School of Statistics and Planning, College of Business and Management Sciences. I have also aided the training of students and staff on online teaching and learning using technologies like Zoom meetings, Google Meet and several video conferencing hardware. I have also aided the digitization of questionnaires to enable research assistants to collect data in the field and supervised and managed the data.

Technical competencies

- Strong in managing operating systems like Windows and Linux
- Excellent in network planning, setup and management, as well as troubleshooting
- Configuring Network devices like switches and routers
- Network cable trancing and termination
- Computer hardware servicing, troubleshooting and repairs
- Electrical socket connection, replacements and disconnection
- UPS troubleshooting and battery replacements
- Access point configuration and installation
- Website development and maintenance
- FAQ documentation

Soft competencies

- Very good in organizing team building
- Strong in time management and setting priorities
- Good at networking and conflict resolution
- High degree of diplomacy and tactical skills

-
- Commitment to quality and service
- Planning and organizational skills
- Stakeholder engagement & Proficient writing

EDUCATION BACKGROUND

- Master of Computer Applications, Amity University Online:
- Bachelor of Science in Software Engineering, 2010-2015, Makerere University School of Computing and Informatics Technology.

ADDITIONAL TRAINING

1. Certificate in Linux System Administration	March 2023
2. Oracle 12c Certified Associate (OCA)	Nov 2022
3. Financial Accounting and Reporting Certificate	Aug 2022
4. Information Security Certificate	Aug 2022
5. Adv. Systems Integration Project Management & Cyber Security	Oct 2029
6. Systems Integration Project management	Nov 2018
7. Server Virtualization Using PROXMOX	Nov 2018

PROJECTS HANDLED OR PARTICIPATED IN

1. MOBILE APPLICATIONS

All mobile applications developed are available on Google PlayStore (Android) and Apple AppStore (iOS):

- KCCA Health: A mobile app to help users find nearby health facilities (2020).
- Kibatu Online Shop: An e-commerce shopping platform for Buganda Kingdom (2022).
- PartyMaster: A mobile app to connect users to various event service providers, events and nightlife (2020).

2. SOFTWARE DEVELOPMENT

Business management systems web-based that work both online and offline these include:

- Business Manager (www.businessmanager.ug).

- Project Manager (www.projectmanager.ug).
- School Manager (www.schoolmanager.ug)
- School Shuttle (www.schoolshuttle.ug).
- Hospital Manager (www.hospitalmanager.ug)

Other management systems include Real Estate, Salons,

3. **DATA MANAGER on PROJECTS**

- | | |
|--|------|
| a. NATIONAL LED PROPAGATION TEAM (NPT) Survey | 2025 |
| b. Early Grade Reading Assessment (EGRA) Student Response Form English | 2024 |
| c. Renewable Energy MSMEs operating to modernize agriculture | 2024 |
| d. CASH-IN programme is a DANIDA funded research programme | 2024 |

EMPLOYMENT HISTORY

1. Organization: **College of Natural Sciences, MAKERERE UNIVERSITY**

Position: **IT Officer (On Appointment)**

Period: Feb, 2025 – Jan 2029

Key Responsibilities:

-Implement the University's web administrative-related policies and procedures administer address assignment and access according to an approved plan and access policy.

-Design and manage the primary University website in accordance with the University identity guidelines

-Produce templates and designs of various designs of various web pages

-Keep abreast of changes in social media and incorporate these within University systems.

-Ensure the integrity of the University's online presence through monitoring Web servers and their performance

-Administer and monitor access levels, including blocking unauthorized access.

-

Key Achievements:

- Updated and protected website implementing university communication policy under Communications Office of the college
- A proper working account for the communication officer of the college
- A newly designed college website encapsulating the former 14 websites, which included each department running its website. The new website, which includes all departments and projects, is ready and running and fully secured.
- Fully functional web pages for the 8 departments and two schools.
- Periodically updated social media handles and secure logins to protect the authenticity of the content developed. Thus is seeing the social media numbers growing from time to time, there has been an increase in the followers from 8,063 to 8,096, with the post reach getting as high as 872 for just one post.
- Secure access to the social media handles and the corresponding socials. This is only for the authorised personnel.
- Monitored and structured access to the website and social media handle, which also includes the management of mailing lists and approving security clearance to accounts that access the college website

2. Organization: **INTELLECTUAL PROPERTY MANAGEMENT OFFICE, MAKERERE UNIVERSITY**

Position: **Systems Administrator / IT Expert (On Secondment)**

Period: Oct, 2020 – 30th Jun 2025

Key Responsibilities:

- Facilitate the online registration of research and also identify the innovation's patent, trademarks and copyrights, this is in line with the Uganda Registration Services Bureau (URSB), this is to protect the researchers' innovation and build business and enterprise out of the research to grow the university's business from research.
- Local Area Network (LAN) management and maintenance. This involves ensuring the stability of the network/internet connectivity of the office on a scale of 24/7 and there is minimal downtime of at least 2-5 times in three (3) months.

-
- Computer maintenance, am responsible for ensuring that all computers in the office as well as other devices like printers and UPSs are functional with the utmost efficiency and no downtime.
- Support for online meetings and moderation, moderate and support online meetings in the post-COVID-19 blended modalities of operation, this is via Zoom technology.
- Periodic needs assessment, carrying out a time-to-time assessment of what needs to be replaced, serviced and disposed of, this also includes the new acquisitions for the office.
- Webmail administration and management.
- Manage and coordinate the procurement, delivery and installation of the various goods and equipment as supplied by the supplier.

Key Achievements:

- Identified the research components, products or formulae that can be protected under the law to allow the researcher or innovators to benefit from their research and managed to register some trademarks and copyrights with URSB.
- The office has attained a stable network to aid its communications and activities that have aided its undertakings including registering a trademark and facilitating online engagements yielding a Memorandum of Understanding.
- The proper functionality of the computer and the improved collaboration that as seen the office acquired literature and reading material on Intellectual Property (IP) from the WIPO Academy
- The technical contribution to the proposal for funding from MakRIF has seen the office acquire ICT equipment worth USD 16,000 to facilitate the mandate given to it by the Appointing and Establishing authority (Makerere Management). Thanks to the Government of Uganda for the support to ensure Research is continued.
- Installed and well-distributed supplies and equipment ranging from stationery to computer and their accessories.

-
- 3. Organization: **COLLEGE OF BUSINESS AND MANAGEMENT SCIENCES, MAKERERE**
 Position: **Systems Administrator (On Appointment)**
 Period: **1st Oct 2017 – 30th Jun 2025**

Key Responsibilities:

- Supporting graduate research by digitizing the research data collection tools and supporting the field data collection activities. The projects supported include but are not limited to;
 - o Cash-in project in which I have supported two PhD students in data collection by digitizing the tools four tools and supporting and supervising the field data collection.
 - o Survey questionnaire for nationals at lower-level sections of the community.
- Website management and maintenance for the college website. This was done alongside the management of the social media platform account available to enhance the college visibility.
- E-Learning support, this this includes but is not limited to study material uploading, student and staff account moderation, exam upload, moderation and download. This also has entailed troubleshooting the various challenges associated with the daily running of the Makerere University E-Learning Environment (**MUELE**).
- Local Area Network (LAN) management and maintenance, this entails supporting and maintaining the local area network and internet connectivity for the School of Statistics and Planning, with minimal downtime of 2-3 times in a quarter of the year and at most 6 times a year.
- Aid automation of quality assurance indicator tracking tool, this is an assignment that helps ensure quality assurance at all levels of college activities. This included the automation of quality assurance indicator tracking tools for all staff and their undertaking according to the job description and how they feed into the college strategic plan and eventually into the university strategic plan.
- Aid the activities of the registry ranging from Student orientation, enrollment, registration, and activity reporting.
- Follow up and implement where necessary the decisions of the university organs at the college and school levels.
- Provide support on the compilation of administrative data as input for the various tasks for the proper execution of the strategic plan Computer servicing and

- maintenance. By so doing, the computers in the computer labs and all staff office desktops have had no major breakdown due to regular service and maintenance.
- Support for online meetings and moderation, I have supported several online engagements, the post COVID-19, there is a need to ensure standard operating procedures and this has made the necessity of partial numbers and online meetings the ideal solution to the daily operation hence the need the adopt the technologies, thus the support and moderation.
- Staff and Student webmail support, with the core of the university teaching and learning, at the Centre of the research-led university strategy, there has arisen the demand for blended learning in staggered numbers on the university campus, which means the adoption of Zoom, Microsoft teams along with google meets. This also created a need to train both staff and students on the technologies for enhanced output and productivity which facilitated and guided partially.
- New student and staff induction for institutional systems, with the new normal being blended learning, I have conducted the induction and facilitated new students' orientation workshops, this has allowed them to easily adopt the University platforms such as Makerere University ELearning Environment (MUELE), the Academic Management Information System (ACMIS) and the webmail platform for communication, this allows them a smooth stay while at the University.
- Computer software installation and troubleshooting, while maintaining the computers and all labs, there is a periodic need to install, update and upgrade the operating systems along with the statistical software are needed from time to time. This also goes a long way with the student community at the School of Statistics and Planning.
- Technical ICT proposal writing and needs assessment, this is most especially with ICT-related projects two of which I have participated in with the technical aspects of ICT and successfully seen them come through to realization and implementation.
- Research Questionnaire digitization using KOBO TOOLBOX, In the bid to implement the University strategic plan 2020/30, where Makerere University seeks to be a research-led institution, there is a need to enhance research thus the support for questionnaire digitization, this has not only encouraged greening of the environment with less paperwork, but also minimized the physical contact in the post COVID19 era.
- ZOOM account and license management, this has included the management of acquired licenses and user account management.
- Implementation of ICT, Backup and Recovery policies.
- Report writing

-

Key Achievements:

- Successful implementation of a Cash-in project in which I supported two PhD students in data collection by digitizing the tools four tools and supporting and supervising the field data collection.
- Periodically updated and fully functional website for college visibility, hence the University visibility
Successful implementation of a Survey questionnaire for nationals at lower-level sections of the community.
- Successful execution of **MUELE**, execution of study material administration, tests and examination assessments which in turn led to the smooth adoption of the E-Learning platform post-COVID-19.
- The School of Statistics and Planning has been stable with internet connectivity with minimal downtime of not more than 3 times a year.
- An automated quality assurance indicator tracking tool to ease the checks and balances in the quality of service rendered by the staff at all levels (support, administrative and academic staff).
- Improved student enrollment, and registration, which in turn informs the decision-making bodies of the schools, the college and the university at large.
- Administrative data availability and in turn this aids the decision-making organs of the institution.
- The student numbers have gone high on the adoption of the Makerere University e-learning platform Makerere University E-Learning Environment (MUELE), this includes the new students I have trained and oriented every year.
- The School of Statistics and Planning has acquired ICT equipment worth USD 500,000 courtesy of the World Bank through the East African Community with my contribution to the technical proposal I helped write and this call for proposal. This saw the school acquire 153 Computers, and 2 teleconferencing facilities among other equipment.
- I initiated the adoption of social media adoption as a means of communication for the College of Business and Management Sciences and this greatly contributed to answering the Frequently Asked Questions (FAQs), this also saw a YouTube channel created and activated for streaming to allow for a wider reach during Research Dissemination.
- There has been more than a 75% rate of success in the adoption of blended learning this is seen with the students' body attending lectures on Zoom and other platforms.

-
4. Organization: **Africa Reformation Theological Seminary (ARTS)**
Position: **IT Consultant**
Period: May 2016 – Sept 2017

Key Responsibilities:

- Local Area Network (LAN) planning, setup and maintenance. I planned, designed and setup the initial local area network and implanted connection. This included setting up a thin client network with the first 10 clients ready for use in the library by the students for their research.
- Computer maintenance and repairs. This included but was not limited to routine checkups and maintenance of the computers on the premises of the seminary.

Periodic needs assessments and reporting, with the advancements in postgraduate research and writing, there was a need to periodically assess what could enhance the students' access to theological material, especially with the various repositories across the globe with sound doctrine and un violated material.

- Onsite backup planning, execution and management, this was for the sole purpose of data integrity and redundancy as a standard operating procedure where a fallback position could be initial incase of a security breach and intrusion.

Key Achievements:

- The structures of the seminary were connected one to the other and a backbone of cable was laid for future use and expansion.
- A set of 10 thin clients were set up to aid the research agenda of the post-graduate students in the seminary library with a point-of-entry connection provided by the team from Uganda Telecom Ltd.
- Plans and strategies were drawn for the future onsite backup for data recovery and back-up policy of the seminary.

4. Organization: **Master's Institute of Education (MIE)**
Position: **IT Consultant**
Period: July 2016 – Sept 2017

Key Responsibilities:

- Computer maintenance and repairs, all the staff computer had to be checked and serviced from time to time given the vulnerabilities in the operating environment of online and field work which included carry of the laptops everywhere a training had to be done, as well as routine service for proper functioning to limited breakdown and avoid downtime.

-

- Periodic needs assessments and reporting, there are always changing and dynamic factors in the running of day-to-day activities of the organization. These called for a variability assessment of the changing requirements of the operating environment.

Key Achievements:

- The staff were able to operate through with minimal or no downtime, this could be indicatively demonstrated by the twice in a year down time scenario.
- A service plan was drawn and once every quarter all the ICT equipment was serviced and repaired where necessary.

6. Organization: **AFRICA CENTER FOR APOLOGETICS RESEARCH (ACFAR)**

Position: IT Consultant

Period: Sept 2014 to Sept 2017

Key Responsibilities:

- Computer maintenance and repairs. There was always field visits and workshops which exposed the ICT equipment to various circumstances that either rendered the beyond routine servicing and where necessary the replacement of service part for the equipment like batteries, keyboards, DVD ROMs, screens and sometimes power adaptors.
- Software installations and troubleshooting. With the increased exposure of the equipment to numerous users and other factors, this called for periodic updates and sometimes upgrades in the software used in the equipment.
- Dissemination material duplication (DVD Duplications), given the nature of organization activities, there was always need to have dissemination material which included but not limited to DVD duplication for the various versions of material for the teaching developed by the program activities.

Key Achievements:

- The staff managed to operate at full capacity given serviced and proper running laptops and internet connectivity. This was indicative of the fact that there was no downtime at the station for at-least six (6) months.
- There was always supply of the dissemination material in form of DVDs duplicated to cater for the circulation of the developed material and teachings.

7. Organization: **SKYNET TECHNOLOGIES LTD**

Position: IT Consultant

Period: Nov 2014 to Sept 2017

-

Key Responsibilities:

Computer maintenance and repairs. This involved visits to client premises to troubleshoot all computer and other IT equipment including but not limited to printers, scanners, point of sale hardware, among others. Most of which were networked to communicate and reach all departments concerned with the running of the daily activities. There are occasional installations, updates and where necessary upgrades.

8. Organization: **VENUS DATA SYSTEM (VDS)**

Position: IT Consultant

Period: Jan 2010 – Sept 2014

Key Responsibilities:

- Clients' Local area network setup, maintenance and troubleshooting
- Software installations and troubleshooting
- Business management systems' data entry
- Systems training and facilitation

GRANT PROPOSALS WRITTEN (PARTICIPATED IN)

(P164243) East African Community Statistics Development and Harmonization Regional Project – 2019. I was a member of the ICT Needs assessment team for School of Statistics and Planning as a beneficiary through the East African Community in which the Statistical Centre was awarded IT equipment worth **USD 500,000**. This grant was funded by the World Bank

I participated in the grant writing that saw the Intellectual Property Management Office (**IPM@Mak**).

This was a seed grant of up to **USD 16,000** from the Makerere Research and Innovation (**MakRIF**) Fund, courtesy of Government of Uganda to enhance research at the university. This grant was to aid establishment of the office and the resource centre. In the bid to strengthen and build capacity for Intellectual Property registration and protection.

Language Proficiency

<u>Language</u>	<u>Written</u>	<u>Spoken</u>
<u>English</u>	<u>Good</u>	<u>Good</u>
<u>Luganda</u>	<u>Good</u>	<u>Very Good</u>

REFEREES

Assoc. Prof. Eria Hisali

College of Business and Management Sciences
Makerere University
P.O. Box 7062 Kampala, Uganda
Mobile: +256-772-418739
E- mail: mhisali@gmail.com

Assoc. Prof. Bruno Lule Yawe

College of Business and Management Sciences
Makerere University
P.O. Box 7062 Kampala, Uganda
Mobile: +256-752-574651
E- mail: byawe2010@gmail.com

Mr Katongole Juma

Principal IT Officer
Directorate of ICT Support
Makerere University
P.O. Box 7062 Kampala, Uganda
Mobile: + 256 780-247887
E-mail: jumah377@gmail.com

CERTIFICATION

I, the undersigned do certify that the information contained in this curriculum vitae is true.



.....

Kisitu David