

Kasozi Nicholas

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ABOUT ME

Results-driven ICT professional with progressive experience in ICT support, systems administration, and ICT operations management. Experienced Database Administrator with a Master's in ICT Management and 3+ years managing MySQL, SQL Server, and Oracle systems. Achieved 99.9% system availability and optimized database performance, reducing latency. Skilled in data security, backup, recovery, and user permission management aligned with ISO/IEC 27001 standards. Offers strong analytical problem-solving, teamwork, and the ability to deliver reliable, secure database solutions that drive operational excellence.

EDUCATION AND TRAINING

15/08/2022 - 11/09/2025

MASTERS OF SCIENCE IN ICT MANAGEMENT, POLICY AND ARCHITECTURAL DESIGN

Uganda Martyrs University

15/08/2016 - 11/10/2019

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY Uganda Martyrs University

02/2014 - 12/2015 Masaka, Uganda

UGANDA ADVANCED CERTIFICATE OF EDUCATION St. Bernard's Mannya Secondary School

WORK EXPERIENCE

IMPLEMENTATION & SUPPORT OFFICER – SMART APPLICATIONS INTERNATIONAL

13/03/2024 - TO DATE - KAMPALA, UGANDA

- Lead the implementation, configuration, and deployment of healthcare software solutions for hospitals and healthcare facilities, for example, (Smart Health+, Smart Link, Smart Analytics, Medic audit, Clinic Master)
- Lead in testing, deployment, and rollout of new ICT systems, upgrades, and equipment, supporting system enhancements and integrations
- Provide technical onboarding and system setup to ensure successful adoption of digital health platforms.
- Troubleshoot application, database, network, and system issues, ensuring timely resolution and minimal downtime.
- Offer first and second level technical support through remote and on-site assistance.
- Work closely with clients to understand operational requirements and configure solutions that meet their business needs.
- Collaborate with software developers and technical teams to resolve complex issues and improve system functionality.
- Monitor system performance, identify adoption gaps, and recommend improvements to enhance customer satisfaction.
- Prepare technical documentation, implementation reports, user manuals, and knowledge base articles.
- Assist in software upgrades, data migration, testing, and deployment of new product releases.
- Build and maintain strong customer relationships by providing responsive, professional, and solution oriented support.
- Ensure successful implementation projects are completed within agreed timelines while maintaining high customer satisfaction.

LECTURER (CONSULTANT)- UGANDA MARTYRS UNIVERSITY - 15/08/2023 - TO DATE- KAMPALA, UGANDA

- Delivered tutorials, laboratory sessions, and practical classes aligned with EQF Level 6 learning outcomes, reinforcing database concepts and IT fundamentals
- Mentored students in understanding database management principles, including data security, backup, and recovery processes
- Assisted in marking assignments, tests, and exams, providing structured academic feedback under the lecturer's supervision
- Administered Learning Management Systems (LMS) and digital tools to support remote and in person teaching
- Contributed to academic research by conducting literature reviews, data collection, and analysis relevant to ICT Infrastructure and database subjects
- Supported student projects and supervised undergraduate research, emphasizing database performance optimization and troubleshooting techniques
- Prepared laboratories, ensuring compliance with safety standards and operational readiness
- Participated in academic administration, including exam invigilation, record keeping, and departmental coordination
- Adhered strictly to institutional policies, quality assurance standards, and ethical guidelines, maintaining close attention to detail and accuracy

ICT SYSTEM ADMINISTRATOR - MME IMPACT LAB - 03/03/2023 - 02-02-2024 - KAMPALA, UGANDA

- Installed, configured, and maintained enterprise servers and applications, achieving 99.8% system uptime and ensuring reliable database management system operations
- Administered user accounts, roles, and access permissions for over 500 users, enforcing data security controls compliant with ISO/IEC 27001 standards
- Managed LAN, WAN, Wi-Fi, and VPN infrastructure, supporting secure and consistent connectivity across multiple locations
- Configured and maintained network devices, including routers, switches, and firewalls, enhancing network security and reducing incident rates
- Monitored system and network performance, logs, and capacity, proactively troubleshooting and resolving issues to minimize downtime
- Implemented backup, disaster recovery, and business continuity procedures, ensuring full data recovery success and system resilience
- Managed virtualized and cloud platforms (VMware, Hyper-V, AWS, Azure, Google Cloud) hosting 30+ workloads, supporting system upgrades and integrations
- Planned and executed ITIL-aligned change management processes for system patches, upgrades, and configuration changes
- Enforced ICT governance frameworks and compliance controls aligned with COBIT, supporting regulatory audit readiness

ICT TECHNICIAN – NKOZI HOSPITAL – 04/11/2019 – 28/02/2023 – KAMPALA, UGANDA

- Provided second-level ICT support for hardware, software, and end-user systems, resolving incidents and service requests promptly to maintain operational continuity
- Assisted in testing, deployment, and rollout of new ICT systems (Streamline Health, Clinic Master, Medic audit) upgrades, and equipment, supporting system enhancements and integrations
- Installed, configured, maintained, and troubleshot desktop computers, laptops, printers, scanners, and peripheral devices to ensure user productivity
- Supported installation, configuration, and maintenance of operating systems and enterprise applications, enhancing system reliability
- Implemented and enforced ICT security controls such as antivirus management, password policies, and secure user access procedures to safeguard data integrity
- Supported data backup and recovery operations, maintaining data integrity and compliance with organizational data protection policies
- Monitored ICT equipment performance, performed preventive maintenance, and escalated complex issues to systems administrators or engineers to minimize downtime
- Maintained accurate ICT asset inventories, documentation, and service records aligned with audit and reporting requirements
- Provided technical guidance and mentorship to junior ICT technicians and facilitated ICT user training to enhance team capability

SKILLS

Technical Support and Troubleshooting: Incident Management, Problem Management, Troubleshooting, System Installation, Configuration

Database and Systems Administration: SQL, Oracle, MS-SQL, MySQL, PL/SQL

User Training and Engagement: User Engagement, Communication, Training, Customer Support, Documentation, Customer Retention, Technical Documentation, Incident Management, Help Desk Support

Analytical and Organizational Skills: Analytical Skills, Attention to Detail, Reporting, Leadership, Collaboration, Communication & Presentation Skills, Requirements Gathering

LANGUAGE SKILLS

Mother tongue(s): **LUGANDA**

Other language(s): **ENGLISH**

HONOURS AND AWARDS

11/09/2025

Master's Degree – Uganda Martyrs University

Master of Science in ICT Management, Policy, and Architectural Design

11/10/2019

Bachelor's Degree – Uganda Martyrs University

Bachelor of Science Degree in Information Technology

CERTIFICATIONS

Udemy, 15/07/2025

Server Database Management

Mode of learning: Online