PERSONAL INFORMATION

BOGERE MARK

ICT Professional

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National ID NIN: CM98036102MAFK
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Sex Male | Date of birth 18/05/1998 | **Nationality** Ugandan

WORK EXPERIENCE

January, 2024 to April, 2025

Position
ICT Manager

Employer
MST Junior School

Duties and Responsibilities

ICT Systems Management & Support:

- Managed and maintained School ICT infrastructure, including networks, servers, hardware, software, and operating systems.
- Diagnosed and resolved complex system, network, hardware, and software issues.
- Spearheaded ICT resource oversight, including procurement, deployment, maintenance, and lifecycle management of computers and software.
- Executed timely updates, patches, and configurations for optimal system performance and security.
- Monitored critical systems (including security systems) to ensure operational continuity.

User Training & Technical Support:

- Developed and delivered comprehensive training programs on computer skills, library systems, and ICT resources for students and staff.
- Provided expert technical support and troubleshooting assistance to end-users.
- Cultivated supportive relationships with students through effective communication and guidance.

Library Management & Curation:

- Administered the library budget, maintaining meticulous expenditure records and financial accountability.

- Managed the entire library collection lifecycle: classification, cataloging, circulation, inventory control, and evaluation (including weeding worn materials).
- Maintained accurate records of circulation, acquisitions, losses, and user statistics.
- Generated regular reports on library operations, usage, and needs for administration and planning.
- Created and maintained a welcoming, organized library environment conducive to learning and research.

Instruction & Collaboration:

- Instructed students and staff in the effective use of library resources, systems, and research methodologies.
- Fostered cooperative partnerships with local public/academic libraries and community organizations.
- Collaborated effectively with diverse stakeholders: faculty, students, parents, administrators, and community members.

Professional Development:

- Maintained technical expertise by actively researching industry trends, engaging in continuous professional development, and pursuing self-directed learning on relevant technologies and systems.

January, 2022 todate

Position
Software Developer

Employer
Tourify Technologies Ltd

Duties and Responsibilities

- Oversaw the use and maintenance of ICT resources, including computers and software.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Developing Tourug App (Android and IOS)
- Maintaining and managing databases.
- Developing and managing RESTful APIs used in the Tourug App
- Developing and maintaining a Content Management System (CMS)
- Maintaining and developing the Tourug website.
- Design, develop and maintain backend services using Python.
- Design and maintain Flask APIs.
- Write, maintainable, documented code.
- Troubleshoot and debug application performance.
- Paid attention to trends in the industry and getting involved in continuing professional development as well as self-learning.

September 2023 to October, 2023

Position
Instructor (Faculty of Science [AI/ML Bootcamp])

Employer
Uganda Martyrs University

Duties and Responsibilities

- Conducted training, documentation, and support to both the staff and students.
- Manage eLearning Platform (Moodle) for learners and staff.
- Performed Ai Hub Social media channels management i.e., Twitter (@umu_ai), Instagram, etc.
- Was involved in application development and management both in-house development and use of open- source systems (software).
- Troubleshoot hardware problems of students and staff PCs by installing software and making sure computers are connected to the internet.
- Provided constructive feedback to students, fostering a growth mindset and continuous improvement.
- Oversaw the use and maintenance of ICT resources, including computers, and software.
- Stayed updated on advancements in technology to recommend and implement improvements to the ICT infrastructure.
- Pursued continuous professional development to stay abreast of industry trends and best practices.
- Provided guidance and support to students in exploring and pursuing ICT-related interests and career paths.

December, 2017 to February, 2018

Position
Data Entrant

Employer
Uganda Health Marketing Group (UHMG)

Duties and Responsibilities

- Entered and updated information into the HIS system, ensuring timely and accurate reporting
- Cleaned, sorted, and categorized data from multiple sources to ensure data integrity and consistency.
- Stored (Filing) hard copies of data in an organized way for optimize retrieval
- Performed database backups and secure data, maintaining high data quality standards.
- Provided timely guidance feedback to field staffs who make mistakes in the data collection

- Ensured that the data entered conforms to the set framework and procedures
- Implemented efficient and secured procedures for data handling and analysis with attention to all technical aspects
- Supported others in the daily use of data systems and ensured adherence to legal and organization standards
- Stayed up to date with the latest trends and technologies for data extraction and analysis.

August, 2022

Position
IT Intern

Employer
Bank of Uganda

Duties and Responsibilities

- Installed, configured, and maintained network hardware and software
- such as routers, firewalls, and switches.
- Updated operating system software, configured and tested networking
- software
- Monitored, maintained and upgraded applicable technology systems
- in assigned area of responsibility.
- Supported, troubleshot and upgraded applicable system infrastructures.
- Monitored and maintained systems to ensure system integrity and security.
- Monitored network performance (availability, utilization, throughput, good put, and latency) and tested for weaknesses
- Ensured user access to applications and systems and resolved network failures in a timely manner.
- Provided first level support to users for IT related problems, recorded all incidents and followed them up to resolution.
- Provided technical end-user support, including researching user complaints, researching issues, answering technical questions, and/or assisting with application revisions.

MAJOR ACCOMPLISHMENTS

- Development systems such as: An admission management system, Report system,Invoice system.
- Analysis of the machine learning models, this system can be used by business men and women hence the implementation of my final year project "A comparative analysis of CNN, Lstm and traditional models".
- Tourist attraction recommender system, This Flask application is a recommendation system for tourism attractions based on user preferences stored in a Firestore database. It utilizes natural language processing and machine learning techniques (TF-IDF and cosine similarity) to generate personalized recommendations.
- Tour operator recommended system. This Flask application is a recommendation system for tour operators based on user preferences stored in a Firestore database. The application focuses on providing tour operator recommendations for safari bookings.

- Ubuntu server installation: I have skills in setting up Ubuntu server using Proxmox, Ubuntu servers' software from 16.04, 18 and 20 with a good command line interface (CI) understanding.
- Open-source system installation: Most libraries use open-source systems, I have been able to teach myself to read and follow steps to work with systems.
- ICT support. Have been able to give support to staff and learners of form employer.
- Have been able to analyse and collect data using Machine learning techniques.
- Developed RESTful APIs.
- Developed a result management system that is used to develop report cards in two primary schools.
- Development of CMS

EDUCATIONAL BACKGROUND

2026 to date	**Master of Science in Information Systems** Uganda Martyrs University
2020 to 2023	**Bachelor of Science in Computer Science** Uganda Martyrs University
2018 to 2019	**Uganda Advanced Certificate of Education** St. John's Secondary School, Kabuwoko
2014 to 2017	**Uganda Certificate Education** St. John's Secondary School, Kabuwoko
2013	**Primary Leaving Examination** Murchison Bay Primary School

CERTIFICATES

2024	**ICDL Trainer Certificate** ICDL Africa
20th November, 2022	**University Technician Certificate** Uganda Martyrs University Chaplaincy

COMPUTER LITERACY

- Familiarity with tools such as PHP, MySQL, Java, C/C++, WordPress and markup languages (HTML, XML, JavaScript), React and R.
- Experience with SQL and SQL scripting.
- Knowledge of FTP and basic UNIX or Linux commands and editing.
- Basic skills in graphics designing i.e., using Adobe Editing tools such as Photoshop and Illustrator.
- Knowledge of Zoom, MS Teams and Moodle e-learning platforms
- Proficiency in working with personal computer operating systems (Windows and MAC OS), spreadsheets, and word processing.

- Internet usage competence

COMPETENCES AND SKILLS

- Abilities in systems/ program development, including programming, analysis and design, testing and implementation
- Installation and use of MS Office suit programs such MS word, Access, Excel and PowerPoint.
- Computer hardware diagnostics, repair and maintenance knowledge
- Skills in database management
- Knowledge in network troubleshooting and configuration
- Knowledge in cybersecurity best practices and protocols
- Installation and configuration of hardware and software
- Knowledge in system management
- Knowledge in software and hardware technologies
- Knowledge in network security and connectivity
- Understanding of operating systems
- Knowledge in programming languages
- Knowledge in database design and management
- Knowledge in data processing
- Decision making using IT problem-solving techniques
- Documentation, research, and report writing
- Communication, networking and partnership.
- Mobilization, capacity building and development
- Strategic planning and relationship building

PERSONAL ATTRIBUTES

- Creativity, Open mindedness and willingness to learn
- Effective interpersonal relations with working groups and a flexible team player
- A result-oriented person that can work under minimum supervision
- Open minded to work in a complex environment and projects where time is key
- Administrative support and supervision, mentoring and coaching
- Excellent communication skills
- Good coordination and handling skills
- Ability to identify, respond and resolve the diverse needs of clients
- High degree of self-motivation and multitasking
- Excellent analytical, critical thinking and strategic skills.

HOBBIES

- Community based volunteering and project.
- Music.
- Networking and travelling to see new places.

LANGUAGE PROFICIENCY

- English
- Luganda

REFEREES

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