

KOMAKECH MOSES

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PROFESSIONAL SUMMARY

Dynamic and results-driven ICT professional with a Bachelor's Degree in Information and Communication Technology and extensive experience in managing core banking systems, providing IT training and support, network management, hardware and software installations and management, digital marketing, and IT documentation. I have a proven track record of providing technical support, troubleshooting, and implementing systems upgrades to ensure optimal performance and security of IT systems. My expertise extends to software and hardware management, coordinating with vendors, documenting procedures, and training staff, all of which contribute to enhanced business operations and growth. I am recognized for my strong analytical, problem-solving, and leadership capabilities. I am committed to continuous learning and professional development with a passion for staying at the forefront of emerging IT projects and community development initiatives.

Qualities: Attention to details | Problem Solving | Innovative thinker | Resilience | Adaptability | Collaborative thinking | Ability to learn | Teamwork | Analytical thinking

Interests: AI and machine learning | Digital Marketing | Community development initiatives | Reading | Tech blogging | Online learning and MOOCs.

EDUCATION

Gulu University, Gulu, Uganda	2019 - 2023
Bachelor of Information and Communication Technology	
Final Grade: Second Class Upper	GPA: 3.60/5.0
Thesis Title:	
Vaccination Management System	
London College of St. Lawrence, Wakiso, Uganda.	2017 - 2018
Uganda Advanced Certificate of Education	
Final Grade: 5	Points: 14/20
Archbishop Flynn Secondary School, Pader, Uganda.	2013 - 2016
Uganda Certificate of Education	
Final Grade: First Grade	Aggregate: 18

SKILLS AND COMPETENCIES

ICT: Staff Training, Vendor coordination, documenting procedures, hardware and software management, digital marketing and social media management, operating system installation, Microsoft Office knowledge, project coordination, and website management.

Personal Strengths:

Excellent communication, interpersonal relationship skills, Leadership and Team Player, Organizational skills, Time, and Project Management.

Software: eQuiweb, Skype, Microsoft Teams, AI, Microsoft Office, Any Desk, Google Meet, zoom, what's app, Cap Cut

RESEARCH EXPERIENCE

Research Assistant, Department of Computer Science 2019-2020
Gulu University, Gulu, Uganda

- Assist group members in data collection and analysis when developing the Vaccination Management System.
- Undergraduate research project on the Vaccination Management System

WORK EXPERIENCE

Information and Communication Technology Officer

2023-Date

Talanta Finance Limited, Gulu, Uganda

- Managed and maintained the core banking system (eQuiweb), ensuring 95% system uptime and uninterrupted access to banking services.
- Resolved 100% of IT support tickets within 24 hours, minimizing downtime and enhancing operational efficiency.
- Trained 25+ staff members on system usage and basic IT practices, resulting in an 80% reduction in system misuse incidents and improved IT system integrity.
- Implemented IT security measures and conducted monthly system audits, reducing potential vulnerabilities by 50%.
- Deployed and configured new hardware and software solutions, reducing system onboarding time by 30%.
- Managed LAN and WAN network infrastructure, achieving 99% network performance uptime and minimizing disruptions.
- Spearheaded the implementation of the Human Resource Module on the core banking system, improving HR processing efficiency by 40%.
- Performed quarterly hardware maintenance, increasing hardware lifespan by an estimated 20% and ensuring optimal functionality.
- Documented all ICT procedures and maintained an up-to-date database of 65+ IT devices and tools, enhancing asset tracking and compliance.
- Represented the institution at five IT conferences and gatherings, contributing to strategic IT partnerships and knowledge sharing.
- Organized 35+ online calls and meetings for internal staff and external stakeholders, ensuring 100% smooth communication.
- Supported the Operations department in recruitment processes, reducing job advertisement preparation time by 25% and improving shortlisting accuracy.
- Created and managed user accounts and profiles, handling 100+ password resets and access changes annually with zero security breaches.
- Managed database access for 30+ system users, ensuring compliance with access control policies.

Program Coordinator Volunteer (Part-time)

2022-2025

Northhood Production Initiative Gulu Limited, Gulu, Uganda

- Oversaw and supervised 5 projects and initiatives, achieving a 90% completion rate within set timelines and budgets.
- Supervised the film and music department, ensuring 100% on-time delivery of projects with a 95% client satisfaction rate.
- Managed budgeting for 5 activities and projects, reducing costs by 20% on average through effective resource allocation.
- Collaborated with 10 stakeholders, fostering partnerships that increased project funding by 30% over three years.
- Implemented strategic plans and monitored progress, resulting in the achievement of 85% of organizational objectives annually.
- Provided leadership and guidance to a team of 20+ members, boosting team productivity by 25% and reducing turnover by 15%.

Social Media Manager (Freelance/Part-time)

Big Brand Media, Gulu, Uganda

Jan 2022 – 2025

- Increased follower engagement by 30% on Facebook and Instagram by curating consistent, trend-based content and leveraging analytics-driven strategies.
- Created 25+ visual designs, video reels, and captions, ensuring alignment with brand voice and guidelines, which resulted in a 25% increase in audience retention.
- Analyzed performance metrics weekly, adjusting strategies to achieve a 40% growth in social media reach over three years.
- Fostered vibrant online communities, responding to 100% of comments and messages within 24 hours, leading to a 20% improvement in audience sentiment.

CONFERENCE/WORKSHOP ATTENDED

- Regional Film Competition and Capacity Building Workshop 2023
- Story Telling and Media Course
- National Youth Gather 2022 2022

INDUSTRIAL EXPERIENCE

ICT Intern

Jan .2022 – March. 2022

Raridali Company Limited. Gulu, Uganda.

- **Configured** 15+ routers and access points, improving network connectivity for clients by 95%.
- **Installed** and optimized operating systems on 20+ office desktops, reducing system downtime by 30%.
- **Installed** and networked 10+ device drivers and printers, enabling resource sharing and improving office efficiency by 25%.
- **Deployed** LAN networks at 10+ client residences within Gulu City, achieving 100% client satisfaction with reliable and seamless installations.

VOLUNTEERING AND LEADERSHIP EXPERIENCE

Publicity Secretary, Northern Uganda Film Makers Association (NUFA)

Jan. 2024 – till Date

- Managed NUFA's social media platforms, increasing follower engagement by **40%** and expanding audience reach by **30%** through targeted content and consistent updates.
- Designed 50+ flyers and posters for events and activities, contributing to a 25% increase in event attendance.
- Authored 10+ blogs for events and conferences, driving a 20% boost in website traffic and enhancing public awareness of NUFA initiatives.

Newsletter Editor, Gulu University Convocation Assembly Executive (GUCO).

Dec. 2024 – till date

- **Participated** in 10+ executive meetings, contributing to strategic decisions that improved convocation operations by **20%**.
- **Publicized** internal communication, ensuring 100% timely dissemination of updates to all members, enhancing engagement and transparency.
- **Managed** social media handles, increasing follower engagement by **35%** and boosting event participation by **25%** through targeted campaigns and regular updates.

CERTIFICATIONS

- LinkedIn Marketing Fundamentals, click to view:
<https://verify.skilljar.com/c/23cikw6pq2gf>
- Certificate of completion for an online course in Ethical Hacking for Beginners
<https://simpli-web.app.link/e/ZUsn8qv3hJb>
- Certificate of completion for an online course in Introduction to Cyber Security
<https://simpli-web.app.link/e/JdO3eaP3hJb>

LEADERSHIPS AWARDS

- *Organizing Secretary Faculty of Science, Gulu University, 2022*
- *Certificate of Achievement for successful completion of storytelling and Media course at The Artisan Center in Gulu*
- *Certificate of Merit for actively participating in the annual inter-faculty games organized by Games Union Gulu University.*

ACHIEVEMENTS

- Successfully managed the core banking system with 95% uptime
- Spearheaded deployment of new hardware and software solution
- Reduced IT support ticket solution time by 40%
- Facilitated seamless integration of the core banking system with other banking products

REFEREES

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