



HISAALU JUNIOR NELSON

Network Engineer | IT Specialist

PERSONAL DATA

Date of Birth

13th Feb 2002

Nationality

Ugandan

Gender

Male

SKILLS

Project Management 2+ yrs

Networking | TP-link 2+ yrs
and D-link

Latex 2+ yrs

Virtualization 1+ yrs

Cisco 2+ yrs

Django 2+ yrs

IT support 2+ yrs

Change management 1+ yrs

PROFILE

Am a Network Engineer and an IT support officer, specialized in both automation and adopting latest technologies for the enterprise, experienced in managing enterprise systems and heterogeneous infrastructures. The link between development and operations, comfortable in both.

I also have strong enterprise skills, driven by passion for troubleshooting and giving solutions for Networking problems at Enterprise level.

Customer-oriented and structured method of working, focused on quality and maintainability. Highly motivated to work in a team, am comfortable in both big companies and in small teams.

WORK EXPERIENCE

Network Engineer | IT Support Officer Rays of Grace

Jan 2025 - Present

At Rays of Grace, I am responsible for planning, designing, maintaining and upgrading of network infrastructures including documentations, providing IT Support solutions to the Staff. In brief, i work on;

- Installing and configuring laptops, operating systems, and software applications.
- Providing basic technical support on how to use printers, computers and software applications
- Configuring Switches, routers and Access Points including Providing technical support and network protection.
- Monitoring internet connectivity, printers and LAN connections.
- Troubleshooting hardware, software and basic network problems.
- Software Development using html, css and FastAPI.

Technologies include:

- Operating Systems, Office, TP and D-Link Network Technologies

Achievements include:

- Network expansion, up-time and Performance

EDUCATION

2022 - 2024

BSc. Computer Science.
Makerere University

Main thematic priority of the bachelor studies was using computational techniques to solve most of the prevailing community problems hence supporting the industry.

I completed the course with a **Second Class Honors (Upper Division)**

2018 - 2020

Uganda Advanced Certificate of Education (UACE).
Fort Portal SS

The subjects for this level were: **Physics, Chemistry, Mathematics and Subsidiary ICT.**

Also Studied lower education: **UCE and PLE**, obtained **top grades**

LANGUAGES

English, Lusoga and Lunyole


Fluent

Luganda and Rutooro

Intermediate

CONTACT

 Njeru Central Division
Butema Village

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 <https://Hisaalu.github.io>

IT Support and Web Developer (Intern)

Ministry of Works and Transport (MoWT) Uganda

Jun 2023- Aug 2023

I supported the IT team at the Ministry of Works and Transport, contributing to configuration of network devices, monitoring the network performance and the maintenance of IT infrastructure thus providing technical assistance to ensure the smooth operation of IT systems. Below were the roles i performed;

- Configured network devices and installing new softwares.
- Performed system maintenance.
- Provided technical support and network protection | configuration.
- Offered IT support solutions to Employees.
- Assisted in software installation, antivirus updates and system upgrades.
- Conducted regular preventive maintenance on computers and ICT equipments.

Technologies include:

- Operating Systems, Office and Network Technologies

Achievements include:

- Improved System up-time and Performance

REFEREES

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DECLARATION

I Hisaalu Junior Nelson, declare to the best of my knowledge that the information provided above is true.