

AHUMUZA INNOCENT

Technical Operations & IT Support Specialist | Network Support | Systems Administration | Compliance

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PROFESSIONAL SUMMARY

Results-driven Technical Operations and IT Support professional with over 3 years of experience in telecom operations, network support, systems administration, and regulatory compliance. Experienced in technical support, systems testing, KYC management, VoIP administration, and IT infrastructure support. Holds a B.Sc. in Computer Science and certifications in AWS Cloud Computing and Cybersecurity.

CORE COMPETENCIES

- Technical Operations Management
- Technical Support & Helpdesk Services
- Network Support & Troubleshooting
- Systems Administration (Windows & Linux)
- UCC Regulatory Compliance
- KYC Management & Customer Verification
- Systems Testing & Quality Assurance
- Cybersecurity Fundamentals
- Cloud Computing (AWS)
- Database Management (MySQL & PostgreSQL)
- VoIP Administration (3CX)
- Website Design & Management
- Project Management
- Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Technical Operations, QA & Compliance Officer | *Talkio Mobile Limited*
2024 – Present

- Coordinate day-to-day technical operations to ensure reliable telecom service delivery.
- Support UCC regulatory compliance activities, including technical reporting and compliance monitoring.
- Provide network support through troubleshooting, incident resolution, and service performance monitoring.
- Manage KYC operations and customer verification processes in line with regulatory requirements.
- Perform systems testing and quality assurance for telecom products, services, and customer-facing platforms.
- Deliver Level 1 and Level 2 technical support for hardware, software, and service-related issues.
- Configure and maintain 3CX VoIP systems and communication infrastructure.
- Manage support tickets using Zoho Desk and Freshdesk while maintaining SLA compliance.
- Collaborate with vendors and technical teams to resolve service and infrastructure issues.

Technical Support & Digital Solutions Officer | *Ultimate Clean Energies Limited*
January 2024 – April 2024

- Designed, developed, and maintained the company website.
- Managed company digital platforms and applications to ensure optimal performance and availability.
- Provided technical support for staff, systems, and office technology infrastructure.
- Assisted in application configuration, deployment, and maintenance.
- Supported troubleshooting and resolution of software and hardware issues.

Website Consultant | *Biteek Technologies*
2023

- Designed and developed client websites based on business requirements.
- Managed website updates, maintenance, and performance optimization.
- Provided technical consultation on website functionality and user experience improvements.
- Assisted clients in managing digital content and online presence.

Student Tutor & Technical Coordinator | *Cavendish University Uganda*
2022 – 2024

- Delivered practical training in website development and computer systems.
- Assisted students with technical troubleshooting and project implementation.
- Coordinated communication and scheduling activities across student leadership teams.

EDUCATION

Bachelor of Science in Computer Science
Cavendish University Uganda | 2024
Second Class Upper Division

CERTIFICATIONS

- AWS Cloud Technical Essentials – Amazon Web Services (2024)
- Fundamentals of Cybersecurity – Milima Cyber Academy (2023)
- Google AI Professional Certificate – Coursera (2026)

TECHNICAL SKILLS

Windows, Linux (Ubuntu), AWS, MySQL, PostgreSQL, TCP/IP Networking, 3CX VoIP, Zoho Desk, Freshdesk, HTML, CSS, JavaScript, WordPress, Microsoft Office Suite, Google Workspace.

TECHNICAL PROJECTS

Telecom Systems Testing & Service Validation

- Conducted testing and validation of telecom services, USSD applications, customer onboarding processes, and operational systems to ensure service reliability and compliance.

AI-Powered Customer Support Automation

- Designed and implemented automated customer support workflows to improve customer experience and reduce manual support workload.

Enterprise Ticketing & VoIP Infrastructure Deployment

- Configured and supported 3CX VoIP systems and enterprise ticketing platforms (Zoho Desk and Freshdesk) to streamline communication and incident management.

Website Design & Management

- Designed, deployed, and maintained corporate websites for Ultimate Clean Energies Limited and Biteek Technologies, ensuring functionality, security, and optimal user experience.

PROFESSIONAL DEVELOPMENT

- Project Management
- Cybersecurity Fundamentals
- Cloud Computing
- Database Management
- Artificial Intelligence & Automation

REFERENCES

Available Upon Request