

# KAMUGISHA FRANCIS

## IT Support Specialist & Systems Administrator

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### PROFESSIONAL SUMMARY

Results-driven IT Support Specialist with 5+ years of progressive experience across multinational environments in India and the UAE. Proven expertise in end-user support, network infrastructure, cloud services, and enterprise system administration. Holds a BSc in Computer Science (First Class Honours, Bharathiar University) and a Diploma in Accounting & Finance — enabling a unique bridge between technical IT operations and business processes. Adept at troubleshooting complex issues, managing helpdesk workflows via Jira, and delivering high-quality service in fast-paced, multi-cultural settings.

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### WORK EXPERIENCE

#### IT Support Engineer

*Bebe Technologies — Dubai, UAE*

January 2021 – December 2023 | 3 Years

- Provided Tier 1 and Tier 2 technical support to 200+ end users, consistently achieving 95%+ first-call resolution.
- Administered Windows Server, Active Directory, and Microsoft 365 — managing user provisioning, group policies, and licensing.
- Monitored and maintained LAN/WAN, VPNs, firewalls, and switches ensuring 99.9% network uptime.
- Managed full IT on-boarding/off-boarding lifecycle including hardware configuration and software deployment.
- Tracked and resolved tickets using Jira Service Management; reduced backlog by 40% through workflow automation.
- Collaborated with vendors for hardware procurement, warranty management, and SLA compliance.
- Authored IT policies, SOPs, and disaster recovery documentation.

#### IT Support Specialist

*Accent Tecnosoft Pvt. Ltd. — India*

July 2019 – December 2021 | 2 Years

- Delivered end-to-end technical support for hardware, software, and network issues in a software development environment.
  - Configured and maintained servers and workstations running Windows and Linux operating systems.
  - Supported development teams with environment setup, version control, and deployment pipeline configurations.
  - Managed cloud infrastructure tasks on AWS and GCP including VM provisioning and storage management.
  - Diagnosed and resolved connectivity, system, and application issues; maintained internal knowledge base.
  - Conducted cybersecurity awareness training covering phishing, data protection, and best practices.
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### EDUCATION

#### BSc Computer Science — First Class Honours

Bharathiar University, India | Rathinam College of Arts & Science, Coimbatore | April 2019

#### Diploma in Accounting & Finance

Makerere University Business School (MUBS), Uganda

#### Uganda Advanced Certificate of Education (UACE)

City Secondary School, Kayunga Wakiso | Nov/Dec 2011 | Subjects: Economics, Mathematics, Physics, Entrepreneurship

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### CERTIFICATIONS & TRAINING

- Networking Fundamentals — Coursera (Google/Cisco)
- Jira Service Management — Atlassian (Practical Training & Experience)
- Cloud Infrastructure Fundamentals — AWS & Google Cloud Platform (coursework)

## TECHNICAL SKILLS

<b>Programming Languages</b>	PHP, Java, Python, JavaScript (Basic)
<b>Operating Systems</b>	Windows Server 2016/2019, Ubuntu Linux, macOS
<b>Networking</b>	TCP/IP, DNS, DHCP, VPN, LAN/WAN, Firewalls, Cisco Switches/Routers
<b>Cloud &amp; Virtualisation</b>	AWS (EC2, S3), Google Cloud Platform, VMware, VirtualBox
<b>Databases</b>	MySQL, Oracle DB, Microsoft SQL Server
<b>Tools &amp; Platforms</b>	Jira, Active Directory, Microsoft 365 Admin Center, TeamViewer, RDP
<b>Web Technologies</b>	HTML, CSS, PHP, Apache HTTP Server, Web Technology (BSc module)
<b>Soft Skills</b>	Problem-Solving, Customer Service, Team Collaboration, Technical Documentation
<b>Languages</b>	English (Fluent), Luganda (Native), Hindi (Conversational)

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## REFERENCES

Excellent professional references available upon request.