

MAFABI ERIC

ICT Technical Support | Database Administration | Software Development | Systems Analysis | Cloud Support.

 Kampala, Uganda

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GitHub: github.com/erico19

Professional Summary

Results-driven IT professional with over **8 years** of experience in:

- ✓ IT Support & Helpdesk – 1st/2nd line support, incident management, SLA tracking, ticketing systems (Zoho Desk)
- ✓ Systems & Network Administration – CCNA certified, Windows/Linux servers, LAN/WAN, VPN, ISP management
- ✓ Database Administration – MySQL, PostgreSQL, SQLite (1M+ users, 600+ hospitals)
- ✓ IT Security & Compliance – ISO 27001 certified, access control, data protection, audit support
- ✓ Software Development – Full-stack, mobile (Flutter, Android), web (React, WordPress), APIs
- ✓ IT Infrastructure & Cloud – Data center operations, backups, disaster recovery, AWS, Azure
- ✓ Asset Management & Procurement – IT inventory, vendor negotiation, hardware lifecycle
- ✓ User Training & Documentation – Trained 200+ users, created user guides, knowledge base

Experienced in on-site IT support, network troubleshooting (CCNA), IT asset management, and security compliance (ISO 27001). Available for shift work and on-call incident response.

Strengths include critical thinking, system documentation, user training, and effective cross-team collaboration.

Technical Skills

Category	Technologies
Backend	Java, SpringBoot, C#, .NET, Python, PHP, SQL
Frontend & Mobile	React, Next.js, Flutter, React Native, Android (Java/Kotlin)
Databases	PostgreSQL, MySQL, MongoDB, Firebase, SQLite, Power BI
Cloud & DevOps	AWS, Azure, Docker, Kubernetes, GitHub Actions, CI/CD, Netlify
Version Control	Git, GitHub

IT Support	Windows Server, Linux, OMS ERP, WMS, TeamViewer, Zoho Desk
Networking	CCNA, Cisco Packet Tracer, Wireshark, pfSense
Cybersecurity	AI Security, ISO 27001, Cyber Threat Management, Snort, TryHackMe
Testing & QA	Manual Testing, Regression, Smoke, Exploratory, Bug Tracking

Professional Experience

IT Technician / Supervisor- *Ithuba Holdings(Contract)*

April 2024 – Present

- Maintained WMS systems, networking equipment, scanners, and server hardware.
- Reduced downtime by 25% by aligning IT tools with warehouse workflows.
- Trained staff on WMS systems and IT troubleshooting.
- Initiated incident tickets, followed escalation protocols, and worked on issue resolution.
- Conducted initial support, classification, and prioritization activities.
- Tested company products for errors and bugs.
- Provided constant follow-up and communication to ensure timely closure of daily incidents.
- Monitored the status and progress toward resolution of all open incidents.
- Routed requests to other Support Groups when required.
- Communicated effectively on the phone and in-person.
- Produced clear and concise written communications for incident management.
- Kept the IT Director informed of progress in solving problems when appropriate.
- Monitored all systems for any Tier 1 related problems.
- Created end-user documentation to facilitate the seamless introduction of new technology and applications.
- Educated and trained existing customers on new applications or infrastructure rollouts.
- Managed relationships with ISPs (MTN, Airtel, Liquid Telecom) to troubleshoot connectivity issues and improve network reliability.
- Managed IT asset inventory, sourced hardware, negotiated with suppliers, and procured equipment aligned with company standards.

Data Centre Operator – *Ithuba Holdings (Contract)*

April 2024 – July 2024

- Maintained optimal data center conditions and uptime.
- Installed and configured servers and storage systems.
- Performed routine data backups and technical user support.
- Initiated incident tickets, followed escalation protocols, and worked on issue resolution.
- Conducted initial support, classification, and prioritization activities.
- Routed requests to other Support Groups when required.
- Managed data center power infrastructure, including UPS systems and generator backup, ensuring 100% uptime for critical operations.

Systems Analyst Officer – *Smart Applications International (U) Ltd*

July 2023 – April 2024

- Evaluated and improved internal IT systems.
 - Conducted cost-benefit analyses for system upgrades.
 - Developed and delivered system training to staff.
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Technical Support Officer – *Smart Applications International (U) Ltd*

Nov 2021 – Aug 2023

- Supported Smart Link database used by 600+ hospitals.
 - Provided end-to-end troubleshooting for users and medical partners.
 - Documented recurring issues and implemented preventive solutions.
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Software Developer (Part-Time) – *Kikobero Coffee Company*

Jan 2021 – Present

- Designed and integrated operational software to support business functions.
 - Delivered tailored solutions based on real-time process needs.
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Railroad Laborer – *Sogea Satom*

May 2021 – Sept 2021

- Inspected and maintained railway tracks ensuring safety and function.
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District Delegate Manager – *COMFORT FOR AFFLICTED HOME FORMATION (CAFH)*

Aug 2016 – Jan 2018

- Coordinated community-based programs across sub-counties.
 - Developed operational policies and monitored execution.
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IT Support Assistant – *The Electoral Commission Uganda (Short-Term)*

Jan 2016 – Mar 2016

- Deployed and managed Electronic Results Transmission (ERTDS) systems during elections.
 - Provided technical support for polling equipment.
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Android Developer Intern – *Hansu Mobile Innovations*

Feb 2018 – Nov 2018

- Developed Android apps using Java and Android SDK.
 - Conducted testing and app performance optimization.
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Projects

♦ **Katsura Campus Wifitimes**

 katsuracampuswifitimes.com

Web project analyzing crowd patterns using responsive frontend design.

♦ **Uganda Orphans Foundation Website**

 ugandaorphans.org

A WordPress-powered NGO website focused on impact storytelling and donor outreach. Delivered responsive layout, backend admin training, and improved content hierarchy.

♦ **Umoja Greenlands Foundation**

 umojagreenlands.org

A WordPress-based NGO website dedicated to environmental conservation and sustainable

development. Features include multilingual content, donation integrations, and a clean, accessible UI.

- ♦ **Clinic System Frontend**

 hospital-admin-page-demo.netlify.app

Hospital admin dashboard built with React, simulating patient and staff management systems.

- ♦ **CRM Software (Demo)**

 crm-mitech-demo.netlify.app

CRM tool interface inspired by Salesforce features for client and deal tracking.

- ♦ **ComingSoon Demo Template**

 comingsoon-babka-b38c61.netlify.app

A “coming soon” UI built for learning UI/UX responsiveness.

- ♦ **Real Estate Sample Site**

 real-estate-website-rolypoly-132ef4.netlify.app

Frontend for property listings with dynamic and clean design.

- ♦ **GitHub Portfolio**

 github.com/erico19

Ongoing updates of personal and freelance coding projects are still going and many others.

Education

Qualification	Institution	Period
Bachelor of Information Science in Technology (BSIT)	Uganda Christian University, Mukono	Sept 2016 – June 2019
Uganda Advanced Certificate of Education (UACE)	Lugazi Homeland College	Feb 2014 – Dec 2015
Uganda Certificate of Education (UCE)	Bishop Nankyama Memorial College School, Kampala	Jan 2010 – Dec 2013

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Certifications & Online Training

Cybersecurity & Governance

Certification	Issuer	Year	Link
AI Security	Securiti AI	Sept-25	Verify
Cybersecurity for Business	The Digital Adda	2025	Verify
Cyber Threat Management	Cisco Networking Academy	2024	Credly
ISOIEC 270012022 Information Security Management System	Udemy	2023	Verify
Diploma in CISSP	Alison	2025	Verify
Introduction to CISM	Alison	2024	Verify
Advanced Cyber Security	Great Learning	2022	Verify
Introduction to Cybersecurity	Cisco Networking Academy	2024	Credly
Introduction to Cyber Security	Simplilearn	2022	Verify

Cyber Leader Certification Program	Cyber Readiness Institute	2023	Verify
Cyber Security	Cyber Readiness Institute	2022	Verify

Core IT & Infrastructure

Certification	Issuer	Year	Link
CCNA Routing and Switching	The Digital Adda	2025	Verify
Windows Server Administrator Fundamental	The Digital Adda	2025	Verify
Linux System Administrator	The Digital Adda	2025	Verify
CompTIA Cloud Advanced	Alison	2023	Verify
Diploma in Computer Networking	Alison	2025	Verify
Data Center Physical Infrastructure	Schneider Electric	2024	Verify

Development, Data & Project Management

Certification	Issuer	Year	Link
Project Management for Software Development	The Digital Adda	2025	Verify
Data Visualization V8	freeCodeCamp	Feb-26	Verify
Python for Data Science	IBM	2021	Credly
The Complete Intermediate Android Masterclass	Udemy	2023	Verify
Diploma in Software Testing	Alison	2021	Verify
Quality Assurance (QA)	Alison	2024	Verify

Business & Marketing

Certification	Issuer	Year	Link
Diploma in Operations Management	Alison	2024	Verify
The Ultimate SEO Blueprint	Alison	2024	Verify

Volunteering & Leadership

EA Regional Developer – Umoja Greenlands

May 2025 – Present

- Scaled EA membership across East Africa through **15+ events and webinars**
 - Coordinated volunteers across **5+ countries** (Kenya, Uganda, Tanzania, Rwanda, Ethiopia)
 - Built digital infrastructure (websites, shared drives) for **20+ grassroots groups**
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Other Roles

Role	Organization	Year
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Sub-County Coordinator Volunteer	CAFH	2019
Youth Mappers Volunteer	USAID GEOCENTRE NGO	2017
President	Youth Mappers Club	2018–2019
Publisher	Scripture Union	2014–2015
Health Prefect	Bishop Nankyama Memorial College	2012–2013

References

Name	Position	Contact
Mr. Ssenoga Badru	Former Technical Pre-Sales Officer, Smart Applications Uganda	+256 761 444663 ssenogab999@gmail.com
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Mr. Noah Gwambu	Former Business Development Lead, Smart Applications Uganda	+256 773206849 arkaeli2013@yahoo.com