

Osbert Magara

Experienced IT professional with 9+ years' expertise in systems, networks, and security. Skilled in problem-solving and user support, aiming to optimize service delivery through effective IT solutions.

CONTACT ME

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Kampala, Uganda

EDUCATION

BSc. in Information Technology and Computing

Kyambogo University

2011 - 2014

Uganda Advanced Level Certificate (U.A.C.E)

Baptist High School Kitebi

2009 - 2010

Uganda Certificate of Education (U.C.E)

St. Kizito High School Namugongo

2005 - 2008

CERTIFICATES

200-301 Cisco Certified Network Associate (CCNA)

Aptech Computer Education, November 2020

Certified Information Systems Security Professional

SkillUp by Simplilearn, February 2022

Introduction to ITIL® V4

SkillUp by Simplilearn, May 2024

SKILLS

- Network and System Administration
- Server Management
- Virtualization (VMware, Hyper-V)
- Firewall Management (ASA, IPtables)
- Ubuntu Linux, Windows and macOS
- Cybersecurity Management
- Power Backup Systems
- Hardware Management
- NAS & RAID Configurations
- Training & End User Support
- Team Collaboration

LANGUAGES

- English
- Luganda
- Runyankole

WORK EXPERIENCE

IT Manager

Lifelink Hospital I Kyaliwajjala, Namugongo

July 2022 - Present

- Developed and supervised the overall IT system for hospital, pharmacy, and medical centre, ensuring seamless operations.
- Implemented and maintained a secure computer network system resulting in a 30% reduction in patient turnaround time and a 20% increase in business sales.
- Created IT roadmap and action plan for future growth, providing direction on IT budgets, priorities, and standards.
- Improved internal communication and security measures, resulting in significant reductions in theft incidences and network threats.
- Trained staff on computer usage, data access, and security policies, ensuring efficient IT utilization across departments.
- Consistently achieved a remarkable 98.8% SLA delivery rate in service desk management by promptly addressing customer inquiries and IT service requests within agreed-upon timeframes.

IT Manager

Bwindi Community Hospital I Kanungu

Aug 2015 - June 2022

- Installed and maintained robust computer network systems organization-wide, guaranteeing uninterrupted 24/7 internet availability and fortified data security measures.
- Oversaw the design and implementation of hospital management systems, improving data accuracy and reporting rates.
- Deployed and configured state-of-the-art HPE Servers integrated with VMware ESXi Virtualization software to enhance operational efficiency for multiple hospital and Nursing School systems.
- Managed IT team effectively, conducting staff appraisals and ensuring mentorship for efficiency.
- Implemented mobile community health information systems, enhancing healthcare accessibility in Kanungu district.

IT Technician

Bwindi Community Hospital I Kanungu

May 2015 - Aug 2015

- Implemented and optimized secure computer networks, swiftly resolving security challenges to fortify system integrity.
- Managed comprehensive hardware maintenance for desktops, laptops, printers, iPads, and other devices, ensuring optimal functionality across the organization.
- Maintained optimized database systems and web server services for internal and external access.
- Maintained meticulous health reports, providing transparent insights into system performance and facilitating informed decision-making.
- Conducted comprehensive training sessions for employees and students on network operations and software utilization, empowering them with essential skills to maximize productivity and efficiency.
- Fostered external partnerships for tech support, driving innovation and efficiency.

REFERENCES

Dr. Birungi Mutahunga

District Health Officer (D.H.O) Kanungu

Tel: +256 (0) 776 123 546

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Mr. Albert Agaba

ICT Application Developer

Uganda National Bureau of Standards

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Mr. Godfrey Baluku

Data Management Associate

UNHCR, the UN Refugee Agency

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