**Ssonko Achilles Kiwanuka**

**OBJECTIVE**

Success-driven, results-focused and adaptable IT graduate offering a strong academic IT background combined with excellent internship experience as IT technical support, consistently recognized for technical troubleshooting skills, quickly learn and keep up with the cutting edge of technologies, equally successful in both team and self-directed settings to enhance my skills in a dynamic and stable workplace.

**TECHNICAL SKILLS**

* Networking: OSI, TCP/IP, Basic switch and router configuration, IP addressing and subnetting, DNS, DHCP, LAN/WLAN, routing protocols like RIP, EIGRP, OSPF, troubleshooting, VLANs, WANs, ACLs and cable termination.
* Hardware: Computer assembling, troubleshooting and maintenance, installing and configuring peripherals and drivers.
* Programming: Basics of C, HTML5 and PHP server side.
* Applications: MS Office, Dreamweaver
* Operating Systems: Windows and Linux (installation and configuration)
* Database Systems: MySQL
* Software: GNS3, Packet tracer, Wireshark, TeamViewer, and virtualbox for virtualization.

**PERSONAL SKILLS**

* Excellent written and verbal communication skills
* Self-motivated and always willing to learn new technologies.
* Ability to work independently, as a leader and team player.

**PRE-PROFESSIONAL EXPERIENCE**

* **IT Technical Support Intern**: Roke Telkom from 6th October to 27th November 2015. Handled technical troubleshooting within the NOC for customers with connectivity problems over phone. DATA CENTRE (Identifying equipment, air conditioning, security, power backup and fire suppression). NETWORKS (TCP/IP, VLANS/STP, routing and routing protocols, RIP, EIGRP, OSPF and basics of VPN).

SYSTEMS (Linux, files and file system, text editors, networking and techniques). ACCESS TECHNOLOGIES (GPON; installation, configuration of OLT and ONU and monitoring GPON clients). WIRELESS (Fundamentals of wireless technology, configuration of UniFi access points, troubleshooting of wireless links and monitoring of wireless clients).

* **IT Technical Support Intern**: Infocom (Liquid Telecom) Uganda from 30th June 2014 to 29 August 2014 where I acquired technical skills like;
* Basics of Operating systems and computer hardware.
* LAN/WLAN/WAN services (setup, configuration and troubleshooting).
* E-Mail clients: Installation, Configuration and use of Microsoft outlook.
* E-Mail Servers (Installation, configuration and use) e.g. SME and postfix.
* Proxy Servers: Installation and configuration of Squid.
* Introduction to computer security
* Basics of Fiber Optics
* Installation of operating systems on desktops and servers.
* Customer care and service, communication at work place and technical field work.

**EDUCATION**

**Year Institution/School Award**

2011-2014 Kampala International University Bachelor of Information Technology

2009-2010 Our Lady of Good Counsel Gayaza Uganda Advanced Certificate of Education

2005-2008 Kisubi Seminary Uganda Certificate of Education

1998-2004 Namilyango Junior Boys’ school Primary Leaving Education

**SELF TAUGHT COURSES:**

I am currently teaching myself Cisco CCNA, CompTIA Security+ and CompTIA A+ using Professor Messer’s free IT training videos and hoping to professionally certify in the near future.

**LANGUAGES:**

English and Luganda.

**Job Seeker First Name / CV No: 1822782**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

