

Catherine Charity

Systems Analyst and Quality Assurance Officer

PERSONAL SUMMARY

A professional with five years' experience at the cutting edge of information technology and systems development. A critical thinker with strong analytical skills and a solid background in devising IT solutions for improved business efficiency and bespoke client-facing services. A system and quality assurance analyst with experience in capturing information systems requirements, functionality testing and training users.

AREAS OF EXPERTISE

Core competences

Exceptional communication skills feeding an ability to understand and interpret the operational needs of businesses at all levels.

Keen attention to detail in the identification of potential glitches and threats to performance and security for new applications.

Understanding of change management and the implementation of systems within organisations.

Demonstrated experience in system fault diagnosis, developing solutions and managing resolution.

Technical Skills

Programming: MySQL, C++, Visual studio.net environment.

Systems: Windows, Linux

Content Management Systems: Joomla, Drupal, Wordpress

Certifications: CISCO

Certified Network Associate (CCNA)

PROFESSIONAL

Bsc, Computer science, Makerere University (2011)

CISCO certificate

PERSONAL DETAILS

Charity Catherine

Mobile No: +256

(0)714690491,

+256(0)704264222

E-mail:

Ccathy@omnitech.co.ug

Nationality: Ugandan

WORK EXPERIENCE

OMNI TECH LIMITED

Systems Analyst and Quality Assurance Officer May 2014 - Present

- Identifying client needs and develop customized solutions; this involves understanding primary objectives and implementing solutions to established budgets
- Providing remote support and on-site technical training for bespoke Information System clients
- Liaising effectively with fellow team members to anticipate technical limitations and glitches and effect smooth system deployments
- Providing written reports and give product presentations to clients to explain system solutions and potential business impacts
- Testing procedures – Analyzing and configuring systems for clients (including installing, debugging, encoding, and testing).
- Identifying, tracking, reporting and then resolving any issues or problems in a timely manner
- Building relationship with new clients

ICT Consults Ltd

Business Development manager /Project manager Jan 2011 - April 2014

- Prepared and Submitted ICT Project proposals to both corporate and Academic institutions.
- Assisted in the planning, designing documentation, and implementation of various systems.
- Developed training materials and coordinated all trainings that the company runs.
- Assisted in keeping the ICT Consults LTD Local Area Network up and running.
- Guided and advised Clients on what IT systems are best for their businesses.
- Determine user requirements and drafted the documentation for the required system.

SCIT– Makerere University

Intern Network Administrator June 2009 to May 2010

- Run Software installation, updates & Upgrades
- End user Support .i.e. solve day to day problems for both staff and students.
- Configure and Maintain servers in the Data Center
- Computer Repairs & Maintenance plus assembling.
- Hardware and software installation and running update plus upgrades
- Networking of Computer Laboratories.
- Reported on progress at weekly team meetings
- Preparing Inventory & writing reports.

SELECTED PROJECTS UNDERTAKEN

Project name:	Conflict Early Warning System
Client:	Kabarole Research Centre
Role Played:	As a Systems Analyst I analyzed, tested, trained and provided support as part of maintenance for the creation of a system that enables KRC to collect information on the conflict-prone Rwenzori region.
Project name / Year:	Monitoring and Evaluation System
Client:	SNV Uganda, Water Aid Uganda
Role:	Architected new functionality for the existing system to cater for additional reporting and analysis needs. A generic module to handle data management was implemented for this project and added to the Kenga M&E platform. Coordinated and guided a team in planning and implementing system enhancements to meet customers request for change.
Project name / Year:	Customer Relationship Management System
Client:	Clinton Health Initiative, Uganda
Role:	Part of the team that developed, engineered and implemented a new system for Clinton health partners to register and track drug retailers in Uganda. Provided functional tests and liaised with client to ensure system meets their expectations. Developed user manuals, trained users and support for system implementation.
Project name / year:	Website Development
Client:	Democratic Governance Facility, Road Fund, MRC Uganda
Role:	Undertook an evaluation of existing websites in order to advise on new strategy for improved performance, conducted a content inventory, designed mock-ups for new website, provided training and support after deployment.

REFEREES

Mr. Richard Ssekibule (Phd)

- Director ICT support service, College Of Computing and Information Science MAKERERE University
- Tel: Mobile +256 700- 461-703
- E-mail: rkayondo@cit.mak.ac.ug

Mr. Karaka Kenneth

- Records Supervisor, National Social Security Fund
- Mobile: 256-782-966167
- Tel (off): 256-417-331754.

Mr. Robert Buga

- Director, ICT Consults Ltd
- Mobile: 0772075800
- Email: ojotre@gmail.com,