Wilson ABIGABA

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Summary

An accomplished project manager, researcher and systems/network administrator with extensive knowledge in ICT projects, Networks/Systems administration and software development. Passionate research oriented teams and all project management stages critical to delivering results in time with a back ground implementing the systems by my own.

Working Experience

Lead Developer/ Project Manager Computer Frontiers	Nov 2006 – todate
Senior Consultant, DNT Consults Limited	Jan 2009 – todate
Software Developer/Database Administrator, Digital Solutions Limited	June 2005 – October 2006
Programmer/Systems Administrator, Computer Frontiers	Dec 2003 – May 2005

Key Responsibilities
- Managing other developers and all Technical Projects
- Providing systems and Network Administration services to all servers including the .ug root servers and core network servers and routers
- Lead the Implementation team, coordinating work in the provides (HP, CISCO, Alcatel-Lucent, etc) as regarding the VOIP Servers, MS Exchange, Storage etc
- Designing, setting up and maintaining Contact Centers for clients and adding other necessary modules
- Developing Client software, both custom and offshore
- Maintaining and monitoring the Clients/company's network/servers
- Team Leader, Computer – Telephony Integration Using PBXs, PABX, etc and maintaining the Systems
- Solving client technical requests, such as email problems, connectivity failures etc
- Writing Proposals and System and Requirements specifications, Reports, Design documents
- Training and assisting other developers where permissible, leading small teams assigned to accomplish particular tasks.
- Other duties assigned by the Chief Information Officer

Technical Skills

- **Project Management:** Broad experience in managing ICT project ranging from rural internet access, research and needs assessment, coordinating teams.
- **Computer – Telephony Integration**
  - Asterisk: - an open source PBX that runs on Linux or any Unix system. I'm the lead engineer of the 5-man team that manages the CFI system and also setting up/installing the product to clients.
  - 3COM-NBX System - A commercial PABX for medium sized offices. Integrating this PABX with the Asterisk PBX, Setting up/Managing the system
  - Broad experience in deploying Unified Cisco Contact Enterprise (UCCE) plus other cisco voice products and intergrating with third party applications (like banking systems, database intergrations, SMS) using Java Classes
- **Unix and windows Systems and Network Administration**
  - Experience with Linux systems including, SuSE, Redhat, Debian, Fedora, others UNIX systems like FreeBSD, and Windows 9X, 2000, XP, Windows 2000 Server, Windows 2003 Server, windows Vista

- Setting up and managing various software e.g. mail servers (sendmail, Postfix, exim), web servers (Apache, IIS), anti-virus (amavis, Norton, McAfee), Databases (MySQL, MS SQL, MS Access), Mailing lists (mailman)
- **Database Management**
  - Experience with Oracle, MySQL, MSSQL, MS Access, PostgreSQL
  - Writing/maintaining scripts to automate regular oracle tasks, backup/restore, mirroring websites, synchronizing databases, developing schemas adequate for the various database driven software developed.
- **Programming and scripting** in PL-SQL, C/C++, C# and .NET, Perl,Python, Unix shells (bash, csh, sh), Visual Basic, Mason, JavaScript, HeiTML, Java (Core Java, J2ME, J2EE, J2SE etc), Ajax
- **Web Designing & Programming** using JavaScript, HTML, CSS, PHP, MySQL, Perl, Mason and Web designing using Macromedia Dream Weaver, Macromedia Fireworks, MS FrontPage
- **Mobile Phone Applications Development**: Building cell phone & portable devices applications in Java (J2ME), Symbian and for BlackBerry. Also SMS/MMS Gateway programming on Kannel, Mbuni, Controlling Modems via AT Commands on both windows & Unix, etc
- **Web & System Security Auditing:** I carry out security analysis for websites, Linux Networks, Mail, T/FTP, Web Servers, VPNs, Traffic Systems etc. I've done such work for DNT Plus Ltd, DNT Plus, Karibu Rwanda, etc on Consultancy and contract Basis.
- **Routing:** Managing Cisco routers, Layer 3 Switching, BGP/MPLS, IP Core Networks Setup, Cisco Contact Center services and other Cisco products..

Professional Experience

Call Centers in Congo, Cambodia, Senegal, Rwanda, South Africa and Togo

For a period of 6 years, I have set up and managed various call centers for the American Embassy, Orange Uganda and Redhat Systems in many countries. These services usually involve dealing with Telecom Companies and liaising with Internet Service providers (ISPs) to deliver telephone services and terminate services (internet and telephone) to the customer's premises. I also always offer support via telephone, email and chat to the administrators after setting them up.

Contact Center and Unified Intranet for Orange Uganda

Designed and implemented a unified contact center enterprise system, call flows and intranet for Orange Uganda, that currently serves its over one million customers with priority routing and segmentation in accordance with the different customer classes.The contact center system is integrated with the Alcatel-based Billing System, Visitor Location Register (VLR) for roaming subscribers, IN (Intelligent Network System for Prepaid subscribers), Volubill (internet billing subscribers system) and other proprietary system for information retrieval, update and synchronization.

The above involved liaising with the different stakeholders and acquire APIs to link to their systems, adhere to the different standards and keep the visual impression of the intranet and system very friendly to entice users and make it easily understandable.

Education

- BSc. Computer Science, Makerere University (*2004-2007*)
- Certificate in Project Management, UMI (2011)
- CISCO Certified Network Associate (CCNA) (2006)
- Uganda Advanced Certificate of Education (UACE), King's College Budo*(2002-2003)*
- Uganda Certificate of Education (UCE), St John's Gayaza Town college *(1999-2001) (completed a 4 years course in 3 years)*

Other Awards

- 6th in the A 'level National Mathematics Contest   *(2003)*
- 7th in the O 'level National Mathematics Contest   *(2001)*
- 2 time Best Performing O'level student Award   *(2000, 2001)*
- Grade I Piano from the Associated Board of Royal
            Schools of Music (ABRSM) London   *(2001)*
- Co-Founder & Executive Member, programmer's club, Makerere University *(2005-2007)*

Referees

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