
JONATHAN BUKENYA

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PROFESSIONAL SUMMARY

Results-driven IT Infrastructure Manager with over a decade of experience in implementing scalable IT solutions, optimizing network performance, ensuring infrastructure security, and leading multi-stakeholder projects. Expertise in IT service management, data center operations, and strategic planning for organizational growth. Proven ability to align IT initiatives with organizational goals, foster innovation, and ensure compliance with international standards. Experienced in delivering impactful results in diverse and dynamic environments.

TECHNICAL SKILLS

- IT infrastructure management
- IT Asset Management
- Software upgrade and maintenance
- LAN Installation and Maintenance
- Network and Hardware monitoring and Optimization
- Performance and Contract management
- Server management
- IT Security Management
- VMware and Virtualization
- Datacenter management
- Project Management
- Problem and Incident management
- System design and implementation
- Networking systems integration
- Corporate Email management
- User support and troubleshooting
- Preparing system requirement specification
- Microsoft Azure and 365 administration
- IT service management (ITIL)
- IT Inventory management

WORK HISTORY

Manager IT Infrastructure: Uganda National Roads Authority (UNRA) – Dec 2022 to Present

- Initiated and implemented comprehensive IT infrastructure policies and procedures within the first month of appointment.
- Spearheaded the preparation, acquisition, deployment, and configuration of WAN routers across 23 upcountry branches, enhancing connectivity and operational efficiency.
- Introduced Centreon, an open-source network monitoring tool, improving WAN link monitoring and achieving cost savings through rebates.
- Collaborated with ISPs to upgrade UNRA's Wide Area Network (WAN), increasing bandwidth from 4Mbps to 6Mbps within the same budget, enhancing network performance by 33% across all branch offices.
- Managed ICT network contracts, ensuring efficiency and value for money.
- Planned and developed technical specifications for ICT network asset management, aligning with organizational performance systems.
- Led a team in deploying, installing, and configuring servers across 23 branches, centralizing data storage via VMware to mitigate data loss risks and save approximately 2% of the ICT budget.
- Managed the organization's Data Center and Servers using DELL EMC VxBlock converged infrastructure, achieving a 50% reduction in storage utilization and avoiding additional procurement costs.

ICT Officer Networks Infrastructure: Uganda National Roads Authority – Jan 2016 to Nov 2022

- Co-led the migration of over 1,000 corporate email users from IBM Domino to Microsoft Exchange Server, improving productivity by 40%.

- Upgraded WAN infrastructure to optical fiber, increasing bandwidth fourfold and enhancing network availability.
- Directed preventive maintenance across 23 upcountry stations, reducing repair costs by 25% and ensuring IT asset longevity.
- Procured and distributed computers organization-wide, halving the staff-to-computer ratio from 4:1 and improving user efficiency.
- Played a key role in implementing Lotus Notes/Traveler and Domino at UNRA headquarters and upcountry stations, contributing to smooth email transitions and staff training.
- Maintained an up-to-date inventory of IT equipment, ensuring efficient asset tracking and accurate records.
- Worked with the Manager and Head of ICT to plan and budget for IT infrastructure needs, advancing the organization's technological capabilities.

Regional IT Assistant: Uganda National Roads Authority – Aug 2012 to Jan 2016

- Acted as the primary IT contact for central, western, and southern regions, overseeing installation, maintenance, and support.
- Developed a PHP-based IT Customer Service Survey, improving user satisfaction scores by 35% in upcountry stations.
- Upgraded regional server rooms with advanced cooling and power systems, increasing equipment lifespan by 40%.
- Conducted regular preventive maintenance and backups, reducing recovery times by 50% and enhancing data integrity.
- Proactively monitored LAN/WAN performance, ensuring seamless connectivity and resolving issues promptly.
- Prepared detailed IT incident reports, enabling data-driven decision-making and continuous improvement.

IT Apprentice: Uganda National Roads Authority – Mar 2010 to Aug 2012

- Deployed Windows Server across 22 upcountry stations, improving operational efficiency by 25%.
- Digitized archived documents and uploaded them in the Inforouter Electronic Document Managing System (EDMS), increasing efficiency and reducing retrieval times by 50%.
- Provided efficient first-level IT support to staff, ensuring smooth day-to-day operations and rapid issue resolution.
- Elevated the organization's online presence by upgrading the website using Joomla, demonstrating a commitment to staying current with technology trends. Ensured regular updates as directed by the IT Manager, enhancing the user experience.

Software Developer: Friendliware Technologies Ltd – Feb 2010 to Apr 2011

- Designed database applications, including PoS systems, improving client efficiency by 50%.
- Built websites for high-profile clients, enhancing visibility and engagement by 20%.

IT Assistant: WBS Television LTD – March 2007 to Feb 2010

- Developed a TV scroll system for managing SMS in music shows and news headlines, increasing viewer engagement by 30%.
- Maintained technical systems, reducing broadcast interruptions by 20%.

EDUCATION

- MSc Information Security and Digital Forensics – University of East London | 2022
- Bachelor of Science in Computer Science – Makerere University Kampala | Nov 2008

- Uganda Advanced Certificate of Education (UACE) – Old Kampala SSS | 2003
- Uganda Certificate of Education (UCE) – Old Kampala SSS | 2001

Training and Certifications

- Zabbix Certified Specialist – Zabbix | 2024
- Zabbix Certified User – Zabbix | 2024
- Peplink Certified Engineer (PCE) – Peplink Hongkong | 2023
- Microsoft certified Dynamics365 Fundamentals – Online | 2021
- Microsoft certified Azure Fundamentals – Online | 2020
- IBM Notes and Domino System Administration – Computer Pride Kenya | 2018
- Cisco Certified Network Associate (CCNA) – Makerere University Kampala | 2005
- VxBlock Administration and Management – DELL EMC Dubai | 2019
- Innovation and IT Management – Indian Institute of Management Bangalore, Online | 2015

Other Certificates

- Introduction to ITIL – Online | 2025
- ISO 20000 Principles of IT Service Management (ITSM) – Online | 2025
- Project Management Professional (PMP) Basics – Online | 2022
- Introduction to Project Management – Online | 2022
- Certified Associate in Project Management (CAPM) – Online | 2022
- Introduction to Cyber security – Online | 2022

ABILITY AND COMPETENCES

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| • Interpersonal communication skills | • Planning and coordination |
| • Excellent communication and Problem-solving skills | • Working under pressure |
| • People management skills | • Training new application users |
| • Strategic Planning and budgeting | • Fast learner given exposure |
| • Stakeholders and Vendor Management Skills | • Multitasking abilities |

LANGUAGES

English (fluent)

Luganda (fluent)

Runyakitara (Fair)

HOBBIES

Internet surfing, learning new things, travelling, making new friends, listening to music, dancing, computer games, reading tech magazines and current newspapers, football and basketball, and doing voluntary work.

Referees

John Chesakit

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Rosemary Kitembo

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