

Okot Araa Andrew Aaron Otema

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Professional Summary

Dynamic and versatile developer with a strong foundation in JavaScript, Python, and cloud technologies like AWS. Skilled in delivering scalable IT and automation solutions with proven experience in plant automation management and cross-functional collaboration. Adept at resolving complex technical issues, developing responsive web designs, and visualizing data effectively.

Passionate about innovation and eager to contribute to cutting-edge projects that drive impactful results.

Willing to relocate: Anywhere

Work Experience

Internship

Ministry of ICT and National Guidance
March 2025 to Present

- Provided first-level technical support to over 50 government staff within the ministry building, resolving hardware and software issues
- Assisted in the setup, configuration, and maintenance of desktop computers, printers, and other peripheral devices
- Supported routine troubleshooting for LAN connectivity, Microsoft Office applications, and email configurations
- Maintained inventory logs for IT equipment and updated internal documentation for support procedures
- Collaborated with senior IT officers to install software updates and security patches on ministry systems
- Ensured proper functioning of video conferencing tools used for remote meetings with regional offices

Junior IT Manager (Networking, Security, and Plant Automation)

Hima Cement
September 2024 to February 2025

- Incident Management and IT Solutions: Addressed security incidents, collaborated across departments to deliver tailored IT solutions, and ensured efficient service delivery aligned with company standards.
- Team Leadership: Led IT support teams to resolve technical issues promptly, provided training on new technologies, and maintained comprehensive service documentation.
- Automation Systems: Managed and optimized plant automation systems, integrating IT solutions with machinery to enhance operations and ensure compliance with safety regulations.
- Process Optimization: Developed knowledge bases, analyzed support requests, and monitored SLAs to improve response times and operational efficiency.
- Technical Collaboration: Partnered with engineering teams to implement and troubleshoot advanced automation technologies, ensuring alignment with industry standards.

Education

Bachelor's degree in Computer Science

ISBAT University-kampala

October 2023 to Present

Skills

- Proficient in programming languages: JavaScript, Python, and HTML5.
- Strong interpersonal skills to coordinate with various departments and deliver IT solutions tailored to business needs. Leadership and Training
- Proficient in networking, system optimization, and database management. Automation and Optimization
- Proven ability to troubleshoot and resolve automation system issues, ensuring compliance with safety regulations.
- Demonstrated ability to adapt to evolving technologies and industry standards.

Languages

- English - Fluent
- Luo - Intermediate

Links

<https://www.freecodecamp.org/AndrewOtema>

Additional Information

References:

Mr.Nasser(course co-ordinator ISBAT university)-+256701603731