

# Innocent Muhagazi

IT Support Specialist | System Administrator | Internet Security & Data Privacy Expert

Dar es Salaam, Tanzania | [+255629578539](tel:+255629578539) | [innomuhagazi@gmail.com](mailto:innomuhagazi@gmail.com)

## Profiles

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## Summary

Proactive ICT leader with 6 years of experience managing ICT infrastructure and services for diverse organizations. Skilled in designing and implementing secure systems, managing budgets, and driving innovation to improve operational efficiency. Proven ability to lead cross-functional teams, deliver strategic ICT solutions, and align technology with organizational goals.

## Experience

### Tanzania Network of Legal Aid Providers (TANLAP)

Dec, 2024

IT Volunteer (USAID-Wananchi Tuamue project)

Mwenge, Dar es salaam

<https://www.tanlap.or.tz/>

- Assisting in the development of the Wananchi Tuamue Web App Portal and Mobile App for collecting observation reports of ground Election processes
- Providing technical support to observers all over Tanzania on usage of mobile Apps and Questionnaires filling on the app
- Assisting Internal Staff technically with the analysis of the collected data

### (WGNRR-Africa) Women's Global Network for Reproductive Rights Africa

Jan 2023 – Jan 2024

IT Support Specialist (Contract)

Dar es salaam

<https://www.wgnrrafrica.org>

- Enhanced ICT systems by redesigning websites and managing cloud services.
- Strengthened network security through advanced security tools.

### Kalen Limited

October 2021-2024

IT Support Consultant (Full Time)

PSSSF Commercial Complex, Dar es salaam

<https://www.kalen.co.tz>

- Managed ICT systems for clients, including LAN/WAN infrastructure, databases, and cloud services.
- Implemented advanced security measures, including firewalls and secure backups, safeguarding sensitive data.
- Designed and managed ICT budgets, ensuring cost-effective procurement and operations.
- Trained teams on ICT best practices, fostering a culture of efficiency and innovation.

### Legal Services Facility (LSF) Project - Kalen Limited

October 2021- May 2024

IT Support Officer (Contract)

Chole Road, Masaki - Dar es salaam

<https://www.lsftz.org>

- Supported the Legal Services Facility (LSF) as part of Kalen Limited's contract, providing IT and system administration services.
- Led the installation and troubleshooting of LAN, software configuration, and hardware maintenance for LSF's infrastructure.
- Implemented IT security solutions, including firewalls, antivirus, and secure backup systems.
- Prepared IT policies and participated in internal audits to ensure compliance with IT security protocols.
- Assisted in configuring emails, forwarders, and video conferencing setups for LSF staff.

### Dr. Ole Lengine Memorial Hospital

Aug2020 – Sept 2021

IT Officer

Kiluvya, Dar es salaam

<https://www.drolehospital.com>

- Provided IT Support and HMIS support to the health personnel and clients, as well as supporting assembly and installation of software and hardware (Health Machines, Computers, and Peripherals)
- Installed and configured PABX and IP phone systems throughout the hospital for efficient internal communication.
- Managed LAN network setup and troubleshooting, ensuring reliable IT infrastructure for hospital operations.
- Performed data backup, disaster recovery planning, and implemented system security measures.

## Education

### Dar es salaam Institute of Technology

Dec, 2022

Computer Engineering  
Upper Second

Bachelor Degree

### Dar es salaam Institute Of Technology

Dec, 2019

Computer Engineering  
Upper Second

Ordinary Diploma

### Tosamaganga High School

May, 2016

Advanced Secondary Education (PGM)

ACSEE

### Ngarenanyuki High School

Oct, 2013

Secondary Education

CSEE

## Projects

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### TMX Centralized Trade System (Kalen Limited)

(Dar es salaam, Dodoma, Morogoro)

- Played a key role in automating trade processes across TMX, FCC, WRRB, COPRA, Coffee Board, and Cashewnut Board, integrating systems with government APIs for seamless operations.

### Uganda Revenue Authority (URA) Web Portal Development (Kalen Limited)

(Kampala-Uganda)

- Contributed to the front-end development of the URA web portal, enhancing user experience with responsive design and streamlined navigation for both public and internal use.

### WGNRR-Africa Website & Cloud Services Redesign

(Dar es salaam/Remote)

- Led the redesign of WGNRR-Africa's website and contributed graphics for weekly newsletters, improving user experience and brand consistency.
- Managed the organization's cloud services and introduced security measures, including firewalls and antivirus.

## Certifications

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### CompTIA IT

CompTIA, Inc

11 Dec, 2022

### Google IT Support Professional

Google Career Certificates (Coursera)

7 Nov, 2022

### Udemy

Udemy, Inc

2024-2025

Cybersecurity, Internet Privacy, Networking, Python, Digital Transformation

## Skills

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### Inter-Personal Skills

Strong problem-solving abilities, Strong communication, problem-solving, teamwork, time management, customer relationship management, adaptability, mentoring and training, attention to detail, and conflict resolution.

### Technical Skills

Budget planning, procurement, IT Audits, staff training, Microsoft Server, MySQL, cloud services, Firewalls, antivirus, IT policy preparation, LAN/WAN, Wi-Fi, server administration

## Languages

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### Swahili

Fluent

### English

Fluent

## References

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### MR. STEVEN MHILIWA

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### MR. SAID CHITUNG

M&R Manager - Legal Services Facility (LSF)

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### LOOMONI MORWO

Senior Software Engineer - Kalen

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## Declaration

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I, Innocent Muhagazi, declare that the provided information and certifications are true copies of the original and are approved.

Name: Innocent Muhagazi

Signature:

