

OKIROR ALLAN ETWALU

IT Specialist | Web Developer | CCTV & Network Technician

Email: okirorallanetwalu@gmail.com

Phone: +256 708 992 203

Location: Kampala, Uganda

LinkedIn: www.linkedin.com/in/okiror-allan-etwalu

Portfolio: <https://xcode-avitech.github.io/okiror-allan-etwalu-portfolio>

PROFESSIONAL PROFILE

Motivated and versatile IT professional with a National Diploma in Information Technology and hands-on experience in IT support, web development, networking, CCTV and security systems, computer hardware and business technology solutions.

Experienced in troubleshooting technical issues, configuring and maintaining IT infrastructure, supporting users, installing and maintaining CCTV systems and developing practical web-based solutions. Also experienced in working directly with clients to understand technical requirements and provide effective technology solutions.

Founder of **AviTech Solutions**, providing technology services including web development, IT support, networking, CCTV and biometric/security solutions and digital business solutions.

Passionate about technology, continuous learning, problem-solving and using IT to improve business operations.

CORE COMPETENCIES

- IT Support & Technical Troubleshooting
- Computer Hardware & Software Support
- Network Installation & Troubleshooting
- CCTV Installation & Configuration
- Web Development
- Software Installation & Configuration
- IT Equipment Maintenance & Asset Tracking
- Client & End-User Support
- Technical Documentation & Reporting

- Microsoft Office
- Problem Solving & Customer Service

PROFESSIONAL EXPERIENCE

Founder & IT Specialist - AviTech Solutions Uganda | 2026 - Present

- Provide IT and technology solutions to individuals, businesses, and organizations.
- Develop and maintain websites and web-based business solutions.
- Provide IT support, computer maintenance, networking, CCTV, biometric and security system solutions.
- Engage clients to understand their technical requirements and recommend suitable solutions.
- Manage technology projects from requirements gathering through implementation and support.
- Develop digital solutions aimed at improving business efficiency and service delivery.
- Provide technical consultation, troubleshooting, and ongoing customer support.

IT Support Personnel - Shoolin Restaurant Uganda | 2026

- Provided technical support for POS systems, computers and CCTV infrastructure.
- Diagnosed and resolved hardware, software, network and system-related issues.
- Supported the reliable operation of POS systems used for daily restaurant transactions.
- Maintained and troubleshot CCTV systems supporting security and monitoring operations.
- Assisted staff with technical problems and system usage.
- Performed routine maintenance and system checks to identify and resolve potential issues.
- Developed practical experience supporting business-critical technology in a fast-paced environment.

CCTV & Network Technician - Gertmill Africa Limited Uganda | 2025 – 2026

- Supported installation, configuration, maintenance and troubleshooting of CCTV and network systems.
- Interacted directly with clients to understand their technical and security requirements.

- Explained technology and security solutions to clients in a clear and professional manner.
- Assisted with resolving technical concerns and ensuring effective operation of installed systems.
- Supported equipment tracking, technical documentation, and reporting.
- Developed strong practical skills in CCTV, networking, troubleshooting, client support and security technology.

IT Intern - Buganda Royal Institute, Mengo Uganda | 2025

- Performed computer hardware maintenance and troubleshooting.
- Assisted with IT equipment setup, configuration and documentation.
- Supported IT equipment stock tracking and accountability.
- Assisted with routine technical support and system maintenance.
- Gained practical experience in IT operations, reporting and equipment management.

IT Intern - Stratcom Computer Solutions Bwaise, Uganda | 2024

- Assisted with system administration tasks, including user account setup and software management.
- Supported network administration and troubleshooting.
- Performed computer hardware maintenance and technical support.
- Maintained system records and technical documentation.
- Assisted the design team with basic layouts and technical documentation.
- Gained practical exposure to web development and technology solutions.

Teacher - Woodland Junior School Masaka, Uganda | 2022 – 2023

- Taught Mathematics and Science to primary school learners.
- Developed lesson plans and guided learners through practical exercises.
- Assisted with invigilation of UNEB examinations for the year 2023.
- Developed strong communication, leadership, organization and problem-solving skills.

EDUCATION

National Diploma in Information Technology

Buganda Royal Institute of Business & Technical Education

2023 – 2025

Uganda Advanced Certificate of Education (UACE)

Masaka Secondary School

2019 – 2021

Uganda Certificate of Education (UCE)

Archbishop Kiwanuka Secondary School – Masaka

2014 – 2018

PROFESSIONAL TRAINING & CERTIFICATIONS

- **Cisco Network Administration Training** - Stratcom Computer Solutions, 2024
- **Camera Installation & Configuration Training** - Gertmill Africa Ltd, 2025
- **Hikvision Certified Security Associate - Networking**
- **Certified General Security Associate - CCTV**

TECHNICAL SKILLS

- **Web Development:** HTML, CSS, JavaScript, PHP, MySQL
- **IT Support:** Hardware, software, operating systems, troubleshooting and maintenance
- **Networking:** Network configuration, troubleshooting and administration
- **Security Systems:** CCTV installation, configuration, maintenance and surveillance
- **Business Technology:** POS systems, computer systems and user support
- **Design:** UI/UX and basic graphic/interface design
- **Productivity:** Microsoft Office

PROFESSIONAL STRENGTHS

- Technical Problem Solving
- Client Relationship Management
- Communication
- Teamwork
- Leadership
- Adaptability
- Time Management
- Continuous Learning
- Attention to Detail

- Customer Service

LANGUAGES

- English - Fluent
- Luganda
- Ateso

SELECTED PROFESSIONAL INTERESTS

- IT Infrastructure & Technical Support
- Web & Software Development
- Computer Networking
- CCTV & Physical Security Technology
- Business Technology Solutions
- System Administration
- Digital Transformation

REFERENCES

Mr. Ssekuwanda Henry

HOD, Education & Communication Department

Buganda Royal Institute of Business & Technical Education

+256 704 163 382

Mr. Kalwowa Bashir

Technician Head

BKS Engineering Services Limited

+256 761 836023

Mr. Nganda Azhal

Technician Head

Gertmill Africa Limited

+256 701 067 181