Arnaud Gahimbare

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PROFILE

Senior IT International Development Consultant:

- **15 years of experience** in IT Systems Administration, **Engineering**, and **Technical Support**, considering the proven success in technical design, planning, implementation, and achieving the highest level of performance tuning and recovery for mission-critical enterprise systems;
- Highly skilled in **networks administration** and **ICT Strategic Planning**, encompassing database set-up and maintenance, installation & configuration, back-up & recovery, configuration of databases and solutions to improve website software systems;
- Good experience with **data protection** and **system administration** for the **systemization of United Nations' applications**: Field Support Suite System (Electronic Movement of Personnel, Electronic Staff check-in and checkout and the Electronic Leave Management System), Webmail application, Field Personnel Management System (Travel Module) and Matrix (for Human Resources Department);
- Experience in delivering **IT training and mentorship to staff** and effectively **leading project teams** to meet service quality expectations and drive work efficiency and productivity;
- Professional in providing **ICT security services**, involvement in the **ICT strategy and policy design**, formulation and implementation of country **IT plans**;
- Excellent cooperation with **UN**, **East African Community partners**, INGOs (**Concern Worldwide**) and good working experience with public and private institutions from **Tanzania, South Sudan, Burundi** and **Uganda**;
- Good **communication**, **leadership** and **interpersonal** skills, as well as proven **conflict resolution**, **analytic** and **decision-making** abilities;
- Innate **Team Leader** and good team player, with a flair for adapting quickly to dynamic business environments.

WORK EXPERIENCE

East African Community | Arusha, Tanzania   06/2015 – present
Network Administrator

➢ **Principal ICT Manager** within the East African Court of Justice, in charge of analysing, designing, developing, implementing and maintaining **software applications** in accordance with established **EAC IT standards.** Tasks assigned to:

- Evaluate user needs in developing or modifying **EACJ web-based software systems**;
- **Develop** and **maintain EACJ web-based software systems**, as well as coordinate with other players to ensure their **smooth operations**, considering the preparation and maintenance of **up-to-date user manuals**;
- Assess the existing **information systems** and procedures and recommend **solutions for improvement**;
- Test and implement new and revised **application software systems** to ensure that they meet user requirements;
- Provide **software maintenance** and **technical support**;
- Assist with and implement **proper backup procedures for data files** stored in EAC servers and maintain up to date electronic backup copies at an offsite location;
- Conduct computer training and user support to ensure that existing technology is properly utilized.

Main achievements:

- Successfully developed an **ICT strategy for the East African Court of Justice**;
- Efficiently served as **internal auditor** at the **East African Community for Quality Management System** and Member of the task force in charge of establishing the **ICT Strategic Plan** for the **East African Community** organs, institutions as well as the Ministries in EAC partner states in charge of the EAC integration agenda;
- Planned and set up a **network infrastructure** for the **5 East African Court of Justice sub-registries** in five partner states of the East African Community, as well as founded the **East African Court of Justice ICT Committee**;
- Successfully implemented an **MPLS connection** between 5 offices located in 5 different countries (Burundi, Kenya, Rwanda, Tanzania and Uganda.

United Nations Mission in South Sudan | Juba, South Sudan   01/2014 – 05/2015
Lotus Notes Administrator

➢ **IT Lotus Notes Administrator for the UN mission in South Sudan**, with the responsibilities to:

- Set up, maintain and administer all **Domino Servers**;
- Perform **backup on all domino servers**, using Backup Exec 2010 and Symantec NetBackup;
- Deal with **work orders** logged in **iNeed** in the shortest time possible;

- Perform actions on **users' mail file** such as registering users in Domino Domain, creating replicas on other servers such as cluster servers, webmail servers, consolidation servers, compacting users' mail files, and deleting users' mail files.
- Maintain **Lotus Notes** based **databases**.

Main Achievements:
- **Documented the Domino infrastructure for UNMISS**, composed of 58 domino servers in 17 different locations including 3 servers in Europe, Italy and Spain, which serve as global service centres and 5 servers in other African countries like Uganda, serving as a regional centre.
- **Secured the documentation** among others for mail domino servers, cluster servers, consolidation servers, application servers, hub servers, traveller servers, webmail servers, the type of network connection between the servers, i.e. Microwave, satellite, fibre, Ethernet.
- Successfully started the **migration of over 4000 users** from domino servers to exchange servers.

United Nations Mission in Burundi, Bujumbura   07/2011 – 01/2014
Lotus Notes Administrator
➤ **Principal Administrator of Lotus Notes**, working in close cooperation with the **Information Management team** as well as the Administration Unit, to resolve complex ICT-related issues:
- Set up, maintained and administered the Domino Domain;
- Implemented the **Virtual Desktop Infrastructure** at BNUB using VMware View;
- Coordinated the proper use of the **United Nations' applications** such as: Field Support Suite System (Electronic Movement of Personnel, Electronic Staff check-in and checkout and the Electronic Leave Management System), Webmail application, Field Personnel Management System (Travel Module), etc.;
- Managed **Virtual Machines** and offered user support.

Main Achievements:
- Insured the **successful Domino Domain migration** from BINUB Domino Domain to BNUB Domino Domain and from BNUB Domino Domain to UNFIELDMISSIONS Domino Domain;
- Well implemented a **web-based Telephone Directory** called **Blue Pages**.

United Nations Mission in Burundi, Bujumbura   02/2010 – 06/2011
IT Assistant
➤ **IT Specialist**, providing support to **UN mission in Burundi**, assisting with the **set-up and maintenance of network services** and **windows servers**:
- Coordinated the activity of the **Active Directory** and **Symantec Endpoint Protection**;
- Helped with the **administration of the Domino Domain**, as well as the **systemization of United Nations' applications** such as Field Support Suite (Electronic Movement of Personnel, Electronic Staff check-in and checkout, etc.), Webmail application, Matrix (for Human the Resources Department);
- Set up and maintained Virtual Machines and provided user support.

Successfully involved in the:
- Setup of a **fibre network** for UNICEF at BINUB headquarters.
- Setup of **Virtual Machines** using the VMware technology at BINUB (January 2011 to November 2011).
- **Migration** from Lotus Domino Server 6.5 to Lotus Domino Server 8.5.
- Creation of a **new Domino Domain.**

Concern Worldwide Burundi | Bujumbura, Burundi   10/2009 – 02/2010
Country IT Liaison Officer
➤ **Principal IT Officer at the Country office level**, responsible for providing **strategic direction for ICT needs** in the country program, as well as continuous and **effective ICT solutions to Concern Worldwide Burundi**:
- Implemented an **ICT strategy and policy in Burundi**, formulated and implemented **country IT plans**;
- Aligned the **IT policies** and procedures complying the **ICT International ones**
- Ensured Concern Worldwide Burundi derives maximum value for money from the **ICT investments**;
- Insured that Concern Worldwide Burundi staff have adequate and appropriate **trainings** based on needs identified;
- Performed **ICT reviews** in field offices (Cibitoke and Kirundo);
- **Liaised** with the ICT team in head office (Dublin-Ireland);
- Acted as **security focal point** for Bujumbura office which includes attendance at the UN security meetings for INGOs, and as an active member of the Concern Worldwide Burundi purchase committee;
- Maintained the electronic Fixed Assets register.

Main Achievements:

- Took part in the setup of a **VSAT internet connection** at Cibitoke office of Concern Worldwide Burundi (October 2009).
- Initiated the **development of an advanced electronic Fixed Assets Management System**.

VasTech Uganda Ltd | Kampala, Uganda   01/2009 – 05/2009
Interim Head of Systems and Innovation Department
➢ **Catalyst Innovation Advisor for VasTech Uganda** in charge of:
- **Management** of the Department of **Systems and Innovation**;
- Organization of **training sessions** for clients, either on the client's site or in the office;
- Coordination of a variety of projects and/or activities to ensure compliance with established guidelines;
- **Monitoring fund balances** of assigned projects and related financial activity to ensure that allocations are accurate, related revenues are generated, and/or expenses are within budget limits;
- Participation in meetings, workshops and seminars to convey and/or gather information required to perform functions;
- **Researching software applications** and **hardware requirements** to acquire an understanding of the products and provide recommendations regarding applications and purchases and **initiate new IT projects**;
- Monitoring all **IT assets** of the company.

Successfully:
- Took part in the development process of the **Uganda Christian University Integrated Decision Support Management Information System**.
- Acted as **Team Leader** of the **installation and maintenance project** at Warid Telecom Uganda, Fly Emirates Uganda and Standard Charted Bank of the Electronic Queue Management System (December 2007 to May 2009).

VasTech Uganda Ltd | Kampala, Uganda   11/2007 – 12/2008
Programmer
➢ **Key Programmer** for VasTech:
- Developed and maintained the **company's internal collaboration tool** using **Microsoft SharePoint Services**, as well as the **company's website** using **Joomla Content Management System**;
- Designed and implemented information systems using **Oracle Database 9i and 10g**, as well as **Oracle Forms and Reports 6i**;
- Trained clients on how to use the applications of the company;
- Participated in the **company and/or regional IT conferences** to improve the skills;
- Initiated **new IT projects**;
- Set up and maintained the **company network** and **system administration**.

Main Accomplishments:
- Served as **Team Leader of the mobile phone applications development project** for results query on the Uganda Christian University Decision Support System (February 2008 to June 2008).

Pastel Business Solutions Uganda Ltd | Kampala, Uganda   06/2007 – 10/2007
Pupil Application Programmer
Responsibilities:
- Involved in the **Website design** using **Joomla** and **MySQL**;
- Set up and maintained the company's internal collaboration tool using **Microsoft SharePoint Services**;
- Conducted the feasibility study on behalf of the company at the client site;
- **Designed database templates** for the company using **Oracle Database 9i and 10g**;
- Participated in **computer programming** using **PL/SQL** and **tested computer systems** developed by the company, before selling them;
- Deployed computer systems developed by the company on the client site.

Main Accomplishments:
- Team Leader of the implementation of the paperless office project at Pastel Business Solutions (August 2007 to September 2007) using Microsoft SharePoint Services.

Computer Applications Limited Burundi   06/2006 – 08/2006
Consultant IT Trainer
➢ **Successfully** involved in **training over 80 UN staff in IT skills** for 3 months in Burundi:
- Conducted **training to Anglophone staff in IT skills** such as Introduction to IT, Microsoft Office tools like Microsoft Word, Excel and PowerPoint;
- Evaluated the trainees and awarded them certificates of completion.

Computer Applications Limited Burundi | Bujumbura, Burundi   05/2005 – 07/2005
IT Intern
Responsibilities:
- Engaged in **computer hardware** set up, repair and maintenance;
- Assisted with **IT support** and helpdesk.

EDUCATION

- **Master of Business Administration | Information Technology Management** (Institute of Accountancy Arusha, Arusha, 01, in collaboration with Coventry University in the United Kingdom - double major in Management and IT) 06/2018;
- **Bachelor of Science | Information Technology** (Uganda Christian University, Mukono, Uganda; Second Class Upper Division with Honors)   07/2007;
- A-Levels | Biology and Chemistry (St Michel Archange School, Bujumbura, Burundi, Scientific Section B, majoring in Biology, and Chemistry   07/2004.

CERTIFICATIONS & TRAINING

- July 2020 to date: **edx Verified Certificate of Introduction to Cybersecurity** | Cybersecurity, University of Washington, United States of America: Continuing education in cybersecurity;
- February to April 2020: **Certificate of completion of Introduction to Internet Governance** by Diplo Foundation.
- 10th to 14th June 2019: **Certificate of Completion in Scalable Internet Services** by the African Network Operators Group (AfNOG) in Kampala, Uganda;
- April to June 2019: **AFRINIC-30 Fellow Technology Innovator** during the Africa Internet Summit 2019 in Kampala, Uganda;
- 29th April to 03rd May 2019: **Certificate of completion of JAVS Suite 7 in Court electronic recording system** at Justice AV Solutions in Kentucky (United States of America);
- 10/2019: **Certificate of achievement of MS-900: Microsoft 365 Fundamentals** | Microsoft 365, Computer Learning Centre, Nairobi
- 06/2018: **Quality Management Systems in Arusha | Management**; East African Community, Arusha, Tanzania, Internal Audit skills for ISO 9001:2015 Quality Management System and Awareness & Understanding of ISO 9001:2015 Quality Management System Standard;
- 05/2018: **Certificate of Completion in Network Monitoring and Management** by the African Network Operators Group (AfNOG) in Dakar | Computer Networks, course composed of 4 modules: Introduction to Networks; Routing and Switching Essentials; Connecting Networks; Scaling Networks;
- 04/2016: **CCNA Routing and Switching Certificate** | Computer Networking, Dar-es-salaam University Computing Centre Arusha, Arusha, Tanzania, course composed of four modules: Introduction to Networking; Routing and Switching Essentials; Connecting Networks; Scaling Networks;
- 11/2012: **Certificate of Completion in Basic Fibre Optic Design, Implementation and maintenance** by United Nations Office in Burundi, Bujumbura;
- 07/2006: **Oracle Database 9i, Forms & Reports 6i training** | Database Management System, Computer Applications Limited Burundi, Bujumbura

PROFESSIONAL MEMBERSHIPS

- Assistant Governor to the Rotary District 9211 (Uganda and Tanzania) and Dean of Assistant Governors in Tanzania from July 2020 to July 2021;
- Member of the East African Community ICT Committee from June 2019 to date;
- Member of the East African Court of Justice ICT Committee from September 2016 to date;
- Member of the Association of IT professionals: membership number 45967572 from April 2017 to date;
- Member of the Internet Society, Tanzania chapter: membership number 148321 from December 2016 to date;
- Member of the East African Community Compliance Committee (from 2019 to date);
- Member of the Rotary Club International Country training team (Tanzania) from November 2018 to date;
- Board member of Arusha Node Marie from July 2018 to June 2020 - a non-profit society providing free Internet services to schools, education and research centres in Tanzania.
- Past President of the Arusha Mount Meru Rotary Club (District 9211) from July 2018 to June 2019.

VOLUNTEER & COMMUNITY SERVICE ACTIVITIES

- From October 2019 to May 2020: **Advisor to the Rotary Club of Arusha Mount Meru** involved in the installation of a borehole water system at Njiro Primary and Secondary Schools, Arusha, Tanzania; Project was sponsored by the Rotary Club of Alpharetta, GA, the USA in partnership with the Rotary Club of Arusha Mount Meru - dug a borehole and installed a water pump for the schools to be able to use clean water at no cost apart from the electricity bill from the electrical water pump.
- From July 2017 to June 2018: **Projects Director for the Rotary Club of Arusha Mount Meru** where was in charge of the implementation of a global grant project, GG1749004, between The Rotary Clubs of Arusha Mount Meru, and the Rotary Club of Bjerringbro from Denmark. The project was about the replacement of a domestic water system in Oldonyowas village, Arusha-Tanzania for a community of 3,500 people.
- From January 2006– to May 2007: **Uganda Christian University Leadership Development Program** called the Honours College - successfully developed a Transaction Processing System (TPS) for Computer Applications Limited Burundi (CAL Burundi), Commercial Management Department using Oracle Database 9i, Oracle Forms Builder 6i and Oracle report Builder 6i; as a final year project

REFERENCES

- **Prof. Patrick J. MANGHENI (PhD.)**
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I certify that all information stated in this resume is true and complete to the best of my knowledge. I authorise any potential employer to verify the information provided in this resume.

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