

CURRICULUM VITAE

Byamugisha Michael Newman

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Gender: MALE **NATIONALITY** : UGANDAN

A. PROFILE BRIEF

Information Technology professional with vast exposure in Information Technology (IT) and Project Management in Public, Private and NGO sectors and significant exposure to people management.

B. EDUCATION & Qualifications

2005 - 2007: Makerere University

Masters of Business Administration (MBA)

Financial Accounting, Financial Management, Quantitative Methods, Managerial Economics, General Management, managing people in organisations, Marketing management, Cost Management Accounting, Strategic Planning and Management, Operations Management, Business Law, Corporate Finance, Financial Decision Analysis, Auditing, Taxation, Banking Law and Global Finance.

1995 - 1998: Makerere University

Bachelor of Science (Computer Science)

Computer Architecture, Algorithm and System programming, Data structure and Algorithms, Operating Systems and Information Systems, Data Management & Systems Analysis and Design, Data Communication and Software Engineering, Quantitative Methods, Money Banking and Public Finance.

1993 -1995 Ntare School

Uganda Advanced Certificate of Education (UACE)

Mathematics, Economics and Geography

1989 -1994 Ntare School

Uganda Certificate of Education (UCE)

C. PROFESSIONAL TRAINING

PERIOD	QUALIFICATION
Feb 2019	Certificates in PPP (Public Private Partnership): Principles & Regulatory Frameworks, Inception procedures, Feasibility Studies, Procurement, Project Finance and PPP Agreements Management)
Dec 2016	PRINCE 2 Practitioner (Renewal)
Sept 2011	ITIL V3 Foundation
Apr 2010	PRINCE2 Practitioner
Apr 2010	PRINCE2 Foundation
Nov 2009	JD Edwards Enterprise One System Administration - Release 8.98
Nov 2009	JD Edwards Enterprise One Workflow Tools - Release 8.93
May 2006	Oracle Database 10g Introduction to SQL
Jul- Sep 2004	COMPTIA A+ Support Training
Feb 2004	Implementing MS Windows 2000 Professional & Server
May 2003	Computer Networking and Administration
Aug - Sept 2001	Database Management Systems

D. Professional Experience

Skills & competency areas	Experience
Understanding and experience of government policy mechanisms and operations	Ability to work in a multi-sectoral environment at international/national and decentralized levels within different structures and instruments of government. These include working with technical and political structures.
International & Institutional, donor Experience, ability to lead and work in inter-disciplinary professional teams in large-scale projects	Substantial experience in managing donor programmes and projects funded by international agencies like World Bank and other donor agencies.
Effective verbal and written communication skills, and interpersonal skills	Proven skills in dispute resolution, successfully working with diverse teams in new environments that call for strict adherence to time and budgets.

E. Employment Record

- **Feb 2021** **Manager - Portfolio & Investment, NITA-U**

Responsibility: Building and maintaining personal relationships with Institution leaders, ensuring that a business driven IT portfolio supports institution objectives and strategy and there is value in IT investments. Establishment of ITES/BPO Industry in the country

- **Dec 2019** **Project Manager- (Establishment of ICT/BPO Park), NITA-U**

Responsibility: Manage the Establishment of the National ICT/BPO Park Project under PPP (Public-Private- Partnership) Framework. Guide the selected Transaction Advisor in carrying out the Feasibility Study, Procurement of the Financing Partner and Contract and Financial close activities.

- **Jul 2017** **Assistant Programme Coordinator - RCIP -
Regional Communication Infrastructure Programme -
(World Bank Funded) under NITA-U**

Responsibility: Coordination of project implementation teams and management of Projects Performance, tracking and monitoring project procurements and ensuring development and sharing of regular project reports with the stakeholders as stipulated in Project Appraisal Document (PAD).

- **April 2013** **Coordinator - IT Enabled Services/ Business Process Outsourcing, NITA-U**

Responsibility: To coordinate the development and promotion of Business Process Outsourcing /Information Technology Enabled Services (BPO/ITES) programme in Uganda into a vibrant, globally competitive industry to create jobs and enhance income.

- **MAR 2011** **Project Manager - MTN Uganda**

Responsibility: Plan, execute, and finalize projects according to strict deadlines and within budget. This included acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan and defining the project's objectives, managing all project risks and overseeing quality control throughout a project's life cycle.

- **Sep 2009 Information Technology Applications Manager - NSSF Uganda**

Responsibility: Availability, Reliability and Performance of IT Applications/Systems in NSSF, overseeing System Analysis, Procurement, Installation, and Maintenance of Applications as well as ensuring that they function efficiently as required.

- **July 2008 Information Technology Services Manager - NSSF Uganda**

Responsibility: Ensure efficient operation of IT resources and manage the installation and support of Personal Computers, Laptops, Photocopiers and other IT equipment.

- **Apr 2004 IT User Support Officer - NSSF Uganda**

Responsibility: Installation, maintenance and support of IT hardware and software as per specified corporate standards and Provision of IT End User support and training.

- **Feb 2000 Information Systems and Technologies Coordinator - Plan International Uganda**

Responsibility: Deployment, maintenance and Support of IT resources for the provision of effective information and communications service to the Organisation and End User training in the appropriate use of IT systems

F. Projects Handled

RCIP (World Bank Funded), ICT Park development for Uganda, National ITES/BPO programme, 2G Network Quality Management, Upgrade of ASSET and DATASAFE Applications, Mobile Money ATM Integration, Mobile Money Infrastructure Upgrade, DC Power plant upgrades for 35 Hub sites, Last mile connectivity (Fiber and Wireline access).

Work Experience

Feb 2021 Manager - Portfolio & Investment, NITA-U

Responsibility:

- (i) Building and maintaining relationships with the Institutions. This includes managing personal relationships with Institution leaders, ensuring that a business driven IT portfolio supports institution objectives and strategy and there is value in IT investments.
- (ii) Ensures common processes such as IT Performance Management, IT investment and Programme management are in place.
- (iii) Responsible for the development of IT Enabled Services and Business Process Out sourcing sector.

**Dec 2019 Project Manager- (Establishment of ICT/BPO Park),
NITA-U**

Responsibility:

Plan, execute, and finalize ICT/BPO project as per PPP Framework. Closely work and offer guidance to the Transaction Advisor in carrying out Feasibility Study, Procurement of Financing Partner, Negotiations, Contract close and Financial close of the project.

Key Result Areas:

- (i) Ensuring project activities are executed as per PPP guidelines.
- (ii) Represent the Contracting Authority in the procurement of the Financing Partner (Investor),
- (iii) Seek all the required approvals from Government of Uganda for the success of the project.

**Jul 2017 Assistant Programme Coordinator - RCIP
Regional Communication Infrastructure Programme -
(World Bank Funded)**

Responsibilities:

- (i) **Implementation:** Coordination of project implementation teams and management of Projects Performance

- (ii) Coordinate preparation and submission of **RCIP regular reports** on project performance, procurements and overall project progress
- (iii) **Procurements:** Tracking and monitoring of all procurements to ensure that they are timely and respond to Program Component needs.
- (iv) Carry out **Quality Assurance** of Technical Specifications/ Bid Documents/ Bid Evaluation Reports.

APR 2013

Coordinator - IT Enabled Services/ Business Process Outsourcing

National Information Technology Authority - Uganda (NITA-U)

Responsibility:

To coordinate the development and promotion of Business Process Outsourcing /Information Technology Enabled Services (BPO/ITES) programme in Uganda into a vibrant, globally competitive industry to create jobs and enhance income.

Key Result Areas:

- (i) Coordinate the implementation of National BPO/ITES policies, strategies and frameworks including the Uganda BPO Strategy, BPO standards and Accreditation guidelines, BPO Incentives guidelines and BPO Branding and Marketing Strategy;
- (ii) Set up and operationalise BPO/ITES industry in Uganda;
- (iii) Develop cooperation with all relevant stakeholders and other interest groups including the youth in the development of BPO/ITES industry in Uganda.
- (iv) Develop critical mass of trained personnel for BPO/ITES industry.
- (v) Support the development of the necessary infrastructures with regard to telecom, ICT/BPO Business Parks, Real estate, Power (Electricity) to facilitate the BPO/ITES industry.
- (vi) Prepare annual work plan, performance plan and budget.

MAR 2011

Project Manager - MTN Uganda

Responsibility:

Plan, execute, and finalize projects according to strict deadlines and within budget. This included acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan and defining the project's objectives, managing all project risks and overseeing quality control throughout a project's life cycle.

Key Result Areas:

- (i) Ensuring projects are executed using best practice Project Management guidelines.
- (ii) Ensuring regular project reporting as per business requirements
- (iii) Ensuring that all CAPEX projects are implemented within budget, within specified time lines and according to the Quality Plan
- (iv) Ensuring handover of all completed projects to the respective internal customers
- (v) Preparing project timelines with full interdependence in the project activities
- (vi) Ensuring all CAPEX projects follow customer centricity guidelines
- (vii) Properly managing project risks
- (viii) Properly managing project procurement
- (ix) Properly managing project contracts
- (x) Project Human Resource Management
- (xi) Managing project documentation

SEPT 2009

IT- Applications Manager - NSSF Uganda

Responsibility:

Availability, Reliability and Performance of IT Applications in NSSF, overseeing System Analysis, Procurement, Installation, and Maintenance of Applications as well as ensuring that they function efficiently as required.

Key Result Areas:

- (i) Monitor the performance of the applications and their databases and ensure 24x7 application software availability for mission critical business processes
- (ii) Support, troubleshoot and maintain production systems to optimize performance, resolve problems, and provide timely follow-up on identified issues
- (iii) Manage all aspects of the application lifecycle, including systems analysis, design, development, deployment, maintenance, and enhancements
- (iv) Continually Research, analyze and recommend system enhancements, improvements and add-ons
- (v) Organize, prioritize, coordinate, and administer the day-to-day activities and workload of the Application Section
- (vi) Provide IT Applications projects oversight and administration to ensure that the development and delivery of information systems solutions meets or exceeds the expected business requirements, and that work is completed and delivered on time and within budget
- (vii) Effectively manage the Organizational relationships with software Vendors
- (viii) Monitor and manage supplier performance to ensure compliance with service level agreements. Ensure service levels agreements are valid and up to date
- (ix) Coach and mentor, carry out performance appraisals and review of junior staff within the section
- (x) Prepare data or trend analysis required by users within and outside the organization.

JULY 2008

**Information Technology Services Manager - NSSF
Uganda**

Responsibility:

Ensure efficient operation of IT resources and manage the installation and support of Personal Computers, Laptops, Photocopiers and other IT equipment.

Key Result Areas:

- (i) Software and Hardware maintenance
- (ii) Monitoring and managing supplier performance to ensure compliance with service level agreements
- (iii) Ensuring service levels agreements are valid and up to date.
- (iv) Coaching and mentoring, carrying out performance appraisals and reviews of junior staff within the section
- (v) Development and implementation of procurement and disposal plans for IT equipment.
- (vi) Monitoring IT user support services and obtaining feedback from users in all organization departments and addressing user IT requests and queries
- (vii) Conducting research on best practice, changes in technology and the organization's needs
- (viii) Preparing specifications for the procurement of IT resources
- (ix) Compilation and Monitoring of departmental budget performance
- (x) Ensuring a balanced and optimal distribution and utilization of IT resources

APR 2004

IT User Support Officer - NSSF Uganda

Responsibility:

- (i) Installation, maintenance and support of IT hardware and software as per specified corporate standards.
- (ii) Provision of IT End User support and training.

Key Result Areas:

- (i) Administer and Support JD Edwards software (ERP)
- (ii) Support and Administer Livelink (Corporate Workflow management system)
- (iii) Communicate IT policies and procedures to staff in the organization and monitor their compliance. Investigate and report on problems
- (iv) Train users on how to use various programs, Applications and systems
- (v) Respond to queries from users and assist them with IT faults or problems
- (vi) Asses users level of computer literacy and identify training needs and evaluate users after training and prepare evaluation reports
- (vii) Administer e-mail and internet services
- (viii) Install and administer software licenses and make recommendations
- (ix) Maintain hardware and software
- (x) Write user satisfaction, fault and system maintenance reports

MAR 2003 Information Systems and Technologies Coordinator - Plan Uganda

Responsibility:

Implementation and deployment of IT resources for the provision of effective information and communications service to the country

Key Result Areas:

- (i) Installation, maintenance and support of IT hardware and software as per specified corporate standards.
- (ii) Support installation and maintenance of corporate systems and all necessary software in accordance with the specified standards.
- (iii) Train and support staff in the optimal use of IT resources
- (iv) Ensure a sufficiently operational level of all IT services and equipment.
- (v) Deployment, testing and maintenance of Corporate systems in the country
- (vi) Provision of IT End User support and training.

PROJECTS MANAGED - Detailed

ORGANIZATION	POSITION HELD ON PROJECT	TYPE OF PROJECT	KEY ACHIEVEMENTS
World Bank/ NITA-U	Assistant Programme Coordinator	A programme of 14 (Fourteen projects) aimed at 2 (two) specific Objectives; (1) Connectivity : Lower prices for international capacity and extend the geographic reach of broadband networks (2) Transparency : Improve the Government's efficiency and transparency through e-Government applications	<ul style="list-style-type: none"> • Master Project Implementation Plan developed • Project Implementation Teams set-up and appointed • Major Stakeholders of the Program initiated and engaged • Project Managers trained in MS Project • Government of Uganda Cloud Infrastructure project completed • Hub Infrastructure Project completed
NITA-U	Project Manager	ICT Park Development (Using PPP Model)	<ul style="list-style-type: none"> • Completed Feasibility study. • Procured Transaction Advisor • Project Charter approved • Secured land for the project
NITA-U	Coordinator	ITES/BPO Project (Information Technology Enabled Services/Business Process Outsourcing)	<ul style="list-style-type: none"> • Set-up and Operationalization of ITES/BPO Department • Successful launch of BPO Center • Employment of 320 Youth at Government incubation center

MTN - Uganda	Project Manager	<ul style="list-style-type: none"> • 2G Network Quality improvement • Construction of Mutundwe switching center • Upgrade of ASSET Application • Upgrade of DATASAFE Application • Mobile Money ATM Integration • Mobile Money Infrastructure upgrade • DC Power Plant Upgrades for 35 Hub sites • Fiber project - Last-mile connectivity. Wireline access for various clients 	<ul style="list-style-type: none"> • Successfully completed on time and within budget of the first phase of Automatic Frequency Planning • MTN Mutundwe Switching center completed on time and within budget • ASSET and DATASAFE upgrades done to the expectations of the stakeholders • Complete End-to-End Mobile money integration solution in place signed by all stakeholders. • 35 Hub sites commissioned and fully operational
National Social Security Fund	Team leader (IT Applications Upgrade project)	<p>Integrated Management Information System (IMIS) - Applications Upgrade</p> <ul style="list-style-type: none"> • JDEdwards ERP • Oracle Database • Livelink • Aquila 	<ul style="list-style-type: none"> • Successful upgrade of critical NSSF Applications
National Social Security Fund	Member Data Integrity Steering Committee	Data Integrity	<ul style="list-style-type: none"> • Identified the causes of Data Integrity issues and documented possible solutions. • Participated in the development of Data Management framework for NSSF
National Social Security Fund	Project Assurance	Fixing and Stabilization of IMIS	I ensured that the interests of the Business (NSSF) and the Users were fully addressed.
National Social Security Fund	Team Leader (Eastern and Northern region)	Roll out of IMIS (Integrated Management Information System) and training of Users in the East and Northern Region.	IMIS fully rolled out, Users trained and supported.

Plan International	Team Leader - Region of East and Southern Africa (RESA) (Field Office Testing Team)	Upgrade of Enrollment system Application	Successfully tested the new Application and ensured that all the desired enhancements were addressed.
Plan International	Team Leader - Training (Uganda Office Team)	Deployment of PPM - Ndugu (A corporate software for Plan International project management)	Trained all Plan Uganda Project implementation team in the use of the software. Uganda ranked 2 nd best in RESA region
Plan International	Team Leader - Training (Uganda Office Team)	Deployment of Childlink software/ Application (A corporate software for managing Sponsors and Sponsored Children's data and communications)	Trained all Plan Uganda Staff and addressed all the user issues
Pride Africa	Team Leader - Pridestar2 Team	Testing and roll-out of Y2K compliant Pride star2 Application	Pride Africa smoothly rollover to Year 200 with Y2K compliant software

REFEREES	
FULL NAME	CONTACT (<i>Telephone & Email</i>)
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Arch. Kenneth Ssemwogerere, PhD Lecturer, Dept of Architecture, Makerere University, P.O.Box 7068, Kampala.	Ssemogerere@yahoo.com 0783164909, 0704928691
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I **Byamugisha Michael Newman** hereby confirm that the information above is the truth to the best of my knowledge.

Signed: 

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