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## **Objective:**

To obtain a research intern position at OIST research Unit to utilize my skills and knowledge in Computer Science to contribute to ongoing research efforts. This research internship is a crucial step in my overall career plans and aspirations. I hope to pursue a career in research and development in the field related to my Undergraduate major, and I believe that OIST's world-class facilities and exceptional research environment will provide me with the training and experience necessary to achieve my goals.

## **Education**

- Bachelor's Degree – Computer Science & Technology (September 2016 – June 2020) China University of Geosciences (Beijing), Beijing China.
- University Preparatory Class – HSK 5 Certificate (September 2015 – June 2016) Capital Normal University, Beijing China.
- Ordinary Diploma – Computer Science (August 2008 – May 2011) Makerere University Business School, Kampala Uganda.

## **Professional Skills**

- Proficient in programming languages such as Python, and C++.
- Familiar with computer architecture, algorithms, and data structures.
- Experience with software development methodologies and project management tools.
- Strong analytical and problem-solving skills.
- Excellent communication and collaboration skills

## **Project:**

- Customer Reviews Analysis and Visualization.
  - Conducted a data analysis project using Python and Jupyter Notebook to analyze a dataset of customer reviews for Blue Crane Communications Uganda Limited.
  - Performed data cleaning and preprocessing tasks, and used data visualization libraries such as Matplotlib and Seaborn to create informative visualizations of key insights and trends.
  - Presented the findings and recommendations to the management team, resulting in a 20% increase in customer satisfaction ratings.
  - Developed proficiency in Python programming, data analysis techniques, data visualization, and presentation skills.
  - Improved my ability to work independently, manage a project from start to finish, and effectively communicate complex ideas to non-technical stakeholders

## **Work Experience**

- Field Application Engineer – Blue Crane Communications Uganda. Jan 2022 – to date.
  - Conducts presentations and seminars for account customers and channel partners to introduce and resolve issues to customers' satisfaction.
  - Act as contact for internal customer sales manager, business development managers and product marketing managers.
  - Support customers with testing and technical issues to solve problems and install and configure product designs.
- IT Support Technician - Africell Uganda. June 2011 – May 2015.
  - Configured, installed, repaired, and troubleshoot issues related to hardware performance on servers, san equipment, and network equipment in a raised floor data center environment.
  - Managed administrative server functions, including back-ups, upgrades, recovery, and management of disk space.
  - Maintained 99% satisfaction rating in monthly end-user scoring through applied interpersonal skills and providing fast solutions.
  - Installed and configured over 100 physical servers as well as virtual machines (VMs).
  - Reduced downtime for 300+ machines by 22% by scheduling and performing regular maintenance of hardware and software.
  - Connected and configured System and Networking devices.
  - Respects confidentiality in discussing consumer/participant, staff, volunteer and organizational matters; also maintains confidentiality of organization, project, fiscal and personnel related information.

## **Languages**

- English: Excellent.
- Chinese: HSK level 5.

## **Interests**

- Artificial Intelligence
- Robotics
- Video Gaming
- Travelling

## **References:**

- Available upon request