

# MATHIAS MAGAMBO

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## WORK

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### Taibah International Schools Limited

*IT Support Technician & Internal Systems Developer*

Entebbe, Uganda

January 2024 - March 2026

- Provided first, second and third-line support across four campuses for 3,000 students and 400 staff, resolving incidents involving Windows 10/11, macOS, Microsoft 365, user access, printers, AV, Wi-Fi, internal systems, and classroom technology.
- Supported a multi-campus environment of 500+ laptops, desktops, printers, tablets, and shared devices, handling device setup, application installation, component replacement and repairs.
- Built an AI-assisted form processing and data pipeline using Gemini, OpenAI GPT, Python, and structured validation to read handwritten school forms, organise and upload data to the school database, reducing a 5-day manual process to around 2 hours.
- Built and maintained internal applications using Python, FastAPI, Flask, SQL, JavaScript, and Power Platform components for library, stationery, admissions, reporting, equipment, and invoicing workflows.
- Administered Microsoft 365 and Entra ID for 400 staff, including Outlook / Exchange, Teams, SharePoint, OneDrive, permissions, licensing, password resets, and joiner / mover / leaver processes.
- Resolved identity, endpoint, application, printer, AV, and network issues by reproducing faults, checking logs or records, documenting symptoms, identifying likely root causes, and escalating complex issues with clear supporting context.
- Troubleshoot networking and connectivity issues across four sites, covering TCP/IP, DNS, DHCP, Wi-Fi onboarding, printer connectivity, VPNs, and vendor coordination.
- Maintained asset, licence, repair, warranty, access, and recurring-incident records for 500+ devices and shared systems, improving handovers and reducing time spent re-investigating repeat issues.
- Created 5+ SOPs, knowledge base notes, user guides, and handover documents for device setup, Microsoft 365, application support, printer issues, and recurring incidents.
- Used PowerShell, Python, Power Automate, Excel, SQL, and AI-assisted workflows to automate repeat tasks, reducing regular manual work across reporting, data collection, invoice generation, and support operations by approximately 80%.
- Supported internal databases across SQL-backed systems, creating reports, checking backups, and helping departments correct data issues safely.
- Worked closely with vendors and end users communicating progress clearly and balancing urgent support needs across a fast-moving school environment.

## SKILLS

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IT Support:	1st / 2nd / 3rd Line Support, Remote Support, Onsite Support, Incident Ownership
Operating Systems:	Windows 10/11, macOS, Linux Familiarity, Laptop Builds, Device Configuration
Microsoft Suite:	Outlook / Exchange, Teams, SharePoint, OneDrive, Licensing, Groups, Permissions
Identity / Access:	Entra ID / Azure AD, Password Resets, User Lifecycle, Access Control, JML Workflows
Hardware / AV:	Laptops, Desktops, Printers, Tablets, Projectors, Displays, Component Replacement
Networking:	TCP/IP, DNS, DHCP, Wi-Fi, VPN Concepts, Firewall Concepts, Switch / AP Escalation
Ticketing / ITSM:	Jira, Ticket-style Records, SLA Awareness, Escalation Notes, Knowledge Base Articles
AI / Automation:	Gemini, GPT, Claude, AI Data Extraction, Power Automate, PowerShell, Python
Data / Systems:	SQL, SQLite, PostgreSQL, MySQL, Excel, Reporting, Data Validation, Backups
Development:	REST APIs, JavaScript, Python, AI Integration
Working Style:	Clear Communication, Root Cause Analysis, Documentation, Vendor Coordination

## EDUCATION

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### Mbarara University

BS Biomedical Engineering

Mbarara, Uganda

Sep 2019 - Nov 2023

### Taibah International School

Cambridge A Level Biology, Chemistry and Math

Entebbe, Uganda

Jan 2017 - Nov 2018

## CERTIFICATION

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### Python Core and Advanced

Credential ID UC-35a00e2b-7f4e-48e0-bfb0-aab58e4a74bc

Udemy

February 2020