

# GEORGE HILLARY KAFUKO

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## PERSONAL SUMMARY

I am a results-driven professional with just over a decade of experience combining IT management, leadership of complex projects, product implementations, and technical support for organizations and teams across Africa and beyond. Certified in ITIL v4 and Scrum (CSPO), I have a solid foundation in both Agile and IT service management principles, and a hands-on track record of streamlining operations and driving digital transformation in fields such as Banking, E-commerce, Fintech, Femtech, and Health-tech. I've successfully led projects that have implemented ERPs and CRM systems, automated operations processes, service desks, and achieved regulatory compliance, boosted efficiency and ensured seamless service delivery. My strength lies in bridging IT with business strategy, managing budgets, vendor relationships, and enhancing cross-functional teams performance. I'm passionate about leveraging technology to build scalable solutions, improve customer satisfaction, and propel organizational growth.

## KEY SKILLS

Projects management, Team leadership, Agile methodologies, Complex problem solving, Tech Support principles & practices, DevOps & Infrastructure deployment, Information Systems Administration, Strategy development & execution, IT Service Management (ITIL), Cloud computing & Security, VoIP services, Vendor & Supplier management, Budget management, Cross-function collaboration & coordination, Digital financial services, GDPR compliance, and Data privacy.

## WORK EXPERIENCES

### Digital Projects Manager & e-Banking | [ABC Capital Bank Uganda](#) | Oct 2024 – Present

- Currently driving digital transformation at ABC Capital Bank, where I launched the bank's first mobile lending product and built project management structures from the ground up, that ensure successful delivery of key digital projects including notably: Mobile banking (USSD Push & Pull, Web & App channels, Instant Card Issuance, Website Revamp, and a mobile wallet supporting Social banking.
- Supporting the bank's marketing and branding during its digital transformation despite lacking a formal marketing team. Utilized prior Internet industry expertise to design a new company profile, advise on product communication strategies across existing channels, and actively contributing to the creation of a brand manual to strengthen positioning in a digitally-driven market.
- Supporting the Bank relocation project ensuring smooth execution with direct alignment to, and impact on the Bank's overall rebranding strategy.

### IT Consultant on Project | Part-time | [Keith Associates \(U\) Ltd, Uganda](#) | May 2024 – Oct 2024

- Implemented Odoo Suite to digitize operations, integrating business functions and streamlining processes for Keith Associates, a leading Agrochemicals importer.
- Configured key modules such as Sales, Accounting, Inventory, and Marketing, ensuring seamless alignment with the company's operational needs.
- Trained staff on Odoo's functionalities and provided support, facilitating smooth adoption and ensuring minimal disruption during the transition.

### IT Consultant on Project | Part-time | [Nyonta Liquors \(U\) Ltd, Uganda](#) | Mar 2024 – Oct 2024

- Developed a responsive and visually appealing website using Shopify, aligned with Nyonta Liquors' brand identity, showcasing diverse product offerings through curated content and high-quality imagery.
- Set up social media accounts, enhancing the brand's online visibility and driving customer engagement through strategic content management.
- Integrated a payment aggregator to support various payment methods, including Mobile Money, VISA, Mastercard, and AMEX, ensuring a seamless checkout experience for customers.
- Managed domain and DNS setup, implemented essential email security protocols (DMARC, SPF, DKIM, BIMI), and configured Google Workspace to facilitate efficient internal communications and operations.

### Regional IT Manager | Remote - Fixed Contract | [Kasha Global, Inc.](#), Nairobi, Kenya | Oct 2021 – Mar 2024

- Hired, coached, and led an IT team consisting of Tech Support and DevOps engineers that managed and supported IT operations across Kenya, Rwanda, and South Africa, plus remote teams globally.
- Improved service availability through policy design & implementation, and Projects leadership, that ensured business continuity, advanced monitoring & support systems, and also Led Cloud infrastructure security initiatives, safeguarding systems from internal and external threats.
- Spearheaded GDPR compliance and security measures (ISO 27001), enhancing data confidentiality and reducing risk exposure, while ensuring alignment with international data protection standards.
- Drove IT strategy alignment with business goals, leading to successful fundraising rounds totaling \$21m, and driving technological innovations that supported the company's growth.
- Directly managed and optimized an annual \$250k Group IT service delivery budget, reducing costs by strategically managing both CAPEX and OPEX. Reallocated savings to key initiatives, improving overall IT service delivery.
- Managed external suppliers and forged new partnerships, resulting in optimized pricing and enhanced service agreements that ensured timely and high-quality product delivery.

**Head of IT (Product, Infrastructure & Services) | Onsite | [Jumia Group](#), Kampala, Uganda | Apr 2018 – Sep 2021**

- Progressed from a Product Support Engineer (IT Rep) for Uganda and expanded product support operations from a single country to five (Uganda, Tanzania, Cameroon, Senegal, and Tunisia), culminating in a promotion to Head of IT for Uganda & Tanzania.
- Collaborated with Group IT and Product teams to deploy new products and IT projects across multiple markets. Ensured robust systems performance and security as we drove Jumia's IPO on the NYSE, directly contributing to its success.
- Developed and executed comprehensive onboarding programs for IT Representatives across Jumia's Emerging markets, reducing ramp-up time and accelerating new hire productivity.
- Among many other key projects, I Improved IT support and adherence to SLAs across 7 emerging markets by more than 50% through the implementation of an automated ticketing system (Wufoo, Zapier, Asana). This resulted in a significant increase in end-user satisfaction.
- Led disaster recovery initiatives that resulted in minimal downtime during outages and upgrades. Ensured business continuity through rigorous testing and consistent stakeholder communication.
- Leveraged IT system data to conduct comprehensive analysis, identifying key trends and developing actionable strategies. This directly informed performance steering and ensured continuous system optimization.

**Information & Communication Technology (ICT) Officer | Onsite | [Bidco Uganda Ltd](#), Jinja, Uganda | Sep 2017 – Mar 2018**

- Slashed issue resolution timelines by 50%, and boosted end-user satisfaction. Increased information security awareness and established breach response guidelines.

**Web Development Intern | Onsite | [Fronyn Technologies](#), Hyderabad, India | May 2017 – July 2017**

- Contributed as a core member of a 5-person software development team within a larger group of 20 interns each from a different African country and successfully delivered a web-based travel project with booking and accommodation functionalities. Received specialized training in web development and Agile methodologies from Thoughtworks.

**Part-Time Computer Technician | Onsite  
[Sai Krishna Computers](#), Hyderabad, India | Aug 2016 – Jul 2017**

- As a student in India, I diagnosed and resolved a wide range of device issues, including hardware and software faults, to enhance customer satisfaction. Applied technical expertise and customer insights to support purchase decisions.

**PROJECTS DELIVERED (More @ [ghkafuko.xyz](#))**

- Mobile Lending project at ABC Capital Bank. Partners ([Gnugrid](#) CRB & Airtel) - **Project Manager:** Recently deployed, projected to drive over 10% of the Bank's annual revenue while simultaneously expanding the loan portfolio and customer base.
- Procurement & Implementation of new CRM ([Freshworks](#) CRM) at Kasha Global, Inc - **Project Lead:** Resulted in an increase in customer acquisition, and expansion of market reach into South Africa.
- Microsoft Dynamics Business Central ERP Implementation at Kasha Global, Inc - **Project Support:**

Enhanced process efficiency and scalability, contributing to team productivity boost.

- Automation & Implementation of Ticketing and Service Desk Systems at both Jumia Group and Kasha Global, Inc respectively - **Project Lead:** Increased issue resolution efficiency by more than 50%.
- Compliance, Verification, & Certification of Kasha's business Units with local Data Protection Authorities & Regulators - **Project Lead:** Led compliance efforts with regulatory bodies, securing operational approvals and strengthening brand reputation in Kenya and Rwanda.
- Procurement and Implementation of Airslate Contracts Management System at Kasha Global, Inc - **Project Lead.**

## EDUCATION

**Master of E-Governance Technology & Services** | Makerere University | Kampala, Uganda | August 2025 – 2027

**Coursework completed in Master of Business Administration (MBA) – IT Management** | IU International University of Applied Sciences | Berlin, Germany | July 2020 – June 2023

**Bachelor of Technology (B.Tech) - Electronics & Communications Engineering** | Jawaharlal Nehru Technological University Hyderabad (JNTUH) | Hyderabad, India | September 2013 – June 2017

**Uganda Advanced Certificate of Education (UACE)** | Makerere College School | Kampala, Uganda | 2011–2012

**Uganda Certificate of Education (UCE)** | King's College Budo | Wakiso, Uganda | 2007 – 2010

## CERTIFICATIONS

- [Certified Scrum Product Owner® \(CSPO\)](#) | Scrum Alliance
- [ITIL® 4 Foundation](#) | Axelos

## PROFESSIONAL COURSES

- Digital Banking – Masterclass & Introduction to Fintech
- IT Project Management: Delivering Successful IT Projects
- SQL - MySQL for Data Analytics and Business Intelligence
- Product Strategy: Become an Expert in Product Positioning
- DevOps Beginners to Advanced with Projects
- PMP Exam Prep Seminar - Complete Coverage (Ongoing)

## TOOLS

Google Suite/Workspace Admin, Microsoft Office 365 Admin, Amazon Web Services (AWS), Google Cloud Platform (GCP), Microsoft Azure, WordPress, Shopify, Ecommerce tools, Hootsuite, Asana, Canva, Microsoft Office, Skype, Zoom, Nexcess, Google Analytics, Meta Business Suite, CRM Software, Project Management Tools, SEO Tools, SMS & VoIP Tools, Africa's Talking, Social Media Tools (Hootsuite, Later), Content Management Systems, MailChimp, Password Managers, VPN, SonarCloud, Nexcess, GoDaddy, Ecommerce Tools, Kanbanize, SonarCloud, Make, Zapier, PowerBI, JIRA, Confluence, Asana, Trello, Slack, GitHub, Docker Hub, Salesforce ERP, MS Dynamics 365 Business Central, Freshworks CRM, Odoo ERP.

## LANGUAGES

- English – Professional Fluency / Bilingual
- German – Level A1/A2 @Goethe Institut Kampala (UGCS)

## REFEREES

**AVAILABLE UPON REQUEST**