

GEORGE HILLARY KAFUKO

Digital Platforms & Technology Leader (Fintech, Banking, Femtech, Ecommerce & Marketplaces)

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Current Location: Kampala, Uganda

PROFILE

I am a digital platforms and technology leader with over ten years of experience building, scaling, and stabilizing cloud-first systems in regulated and high-growth environments. My work sits at the intersection of product, engineering, and execution, translating business strategy into reliable platforms that serve real customers at scale.

I have led multi-country technology operations, delivered fintech and digital banking platforms, managed complex vendor ecosystems, and operated comfortably under regulatory, security, and audit constraints. I am strongest where applications, APIs, cloud infrastructure, and business outcomes meet, and I bring a pragmatic leadership style that prioritizes delivery, resilience, and long-term scalability over noise.

CORE EXPERTISE

- Digital platforms & fintech systems (payments, lending, wallets)
- Cloud-first architecture (AWS, Azure, GCP)
- APIs, integrations & middleware
- Program & portfolio delivery
- Product and platform strategy
- Vendor and partner ecosystems
- Security, compliance & regulatory alignment
- Agile delivery & cross-functional leadership
- Budget ownership & cost optimization

PROFESSIONAL EXPERIENCE

[ABC Capital Bank Uganda](#)

Digital Platforms & e-Banking Lead (Program Scope) | Fulltime | Oct 2024 – Present

Leading the design and delivery of customer-facing digital banking platforms within a regulated banking environment.

- Delivered the bank's first mobile lending platform, working across internal teams and external partners to move from concept to production under regulatory and risk constraints.
- Architected a Digitalized Loan Operations Control Platform that embedded SLA automation and transformed informal processes into a governed, data-driven system.
- Led a broader digital programme spanning USSD (push & pull), mobile and web banking channels, instant card issuance, website revamp, and a mobile wallet supporting social banking use cases.
- Owned platform integrations, vendor coordination, delivery governance, and execution timelines across multiple parallel initiatives.
- Established foundational project and delivery structures to enable predictable execution in an environment without an existing PMO.
- Acted as a bridge between business leadership, technology teams, vendors, and risk/compliance stakeholders to ensure delivery aligned with both customer and regulatory expectations.
- Developed the Bank's company profile and contributed to the Bank relocation initiative as part of the design team, delivering outputs aligned with the institution's rebranding vision.

[SwapCircle Uganda](#)

Product Platform Architect | Part-time | Sept 2025 – Present

Designed and architected a cloud-first, mobile-native marketplace platform built for scale in emerging markets.

- Conceived and built a fully automated second-hand marketplace with self-service seller onboarding, integrated mobile money payments, and embedded monetization.
- Defined product vision, platform architecture, and delivery roadmap with scalability across East Africa in mind.
- Led end-to-end product and platform design, from user journeys to systems architecture and integration strategy.

Keith Associates (U) Ltd, Uganda

Technology & Digital Transformation Consultant (Project-Based) | May 2024 – Oct 2024

- Led implementation of Odoo ERP to digitize and integrate core business operations for a leading agrochemicals importer.
- Delivered sales, accounting, inventory, and marketing modules aligned to operational realities.
- Enabled adoption through hands-on training and post-implementation support, ensuring continuity of operations.

Kasha Global, Inc., Nairobi, Kenya

Regional IT & Platforms Manager | Remote - Full Time fixed contract | Oct 2021 – Mar 2024

Owned regional technology platforms and operations supporting regulated health-tech and e-commerce businesses across Africa.

- Led and developed distributed teams across Kenya, Rwanda, South Africa, and remote global locations.
- Aligned information technology strategy with business growth, supporting Series-B fundraising rounds totaling USD 21M.
- Led GDPR and ISO-aligned security initiatives, strengthening compliance posture and reducing operational risk.
- Managed and optimized a USD 250K annual IT budget, balancing cost control with platform reliability and growth.
- Built and managed vendor and partner relationships, renegotiating contracts and improving service quality.
- Improved service availability and resilience through policy design, monitoring, and platform hardening.

Jumia Group (Uganda & Tanzania)

Head of IT - Platforms, Infrastructure & Services | Full Time | Apr 2018 – Sep 2021

Progressed from Product Support Engineer to Head of IT, supporting fast-scaling, multi-market e-commerce platforms.

- Expanded IT and product support operations from one country to five emerging markets.
- Worked closely with group product and engineering teams to deploy new platforms and features across multiple geographies.
- Played a key role in platform stability and operational readiness during Jumia's NYSE IPO period.
- Designed onboarding and training programmes that accelerated productivity across regional IT teams.
- Led disaster recovery initiatives and improved SLA adherence by over 50% through automation and process redesign.

EARLIER CAREER

ICT Officer | Bidco Uganda Ltd, Jinja, Uganda | Sep 2017 – Mar 2018

Web Development Intern | Fronyn Technologies, Hyderabad, India | May 2017 – July 2017

Computer Technician (Student) | Sai Krishna Computers, Hyderabad, India | Aug 2016 – Jul 2017

SELECTED PROJECTS (Read more at www.ghkafuko.xyz)

- Mobile lending platform for ABC Capital Bank (projected to drive over 10% of annual bank revenue).
- Omni-channel CRM (Freshworks) and ERP (Microsoft Dynamics Business Central) implementations at

Kasha Global.

- Multi-market service desk automations improving issue resolution efficiency by over 50%.
- Regulatory compliance and certification initiatives with data protection authorities in Kenya (ODPC) and Rwanda (NCSA).

EDUCATION

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

Coursework completed in 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

PROFESSIONAL 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 & PLATFORMS

- **Productivity & Collaboration** - Google Suite/Workspace, Microsoft Office 365, Slack, Zoom
- **Cloud & Infrastructure** - AWS, GCP, Azure
- **Web, E-commerce & Design** - WordPress, Shopify, Canva
- **Hosting, Domains & DNS** - Nexcess, Netim, Instra, GoDaddy, Amazon Route 53
- **Customer Engagement & CRM** - Omni-channel CRMs: Freshworks, Mailchimp, Meta Business Suite, Africa's Talking (SMS), VoIP solutions
- **Marketing & Social Media** - Hootsuite, Later
- **Automation & Integration** - Make (Integromat), Zapier
- **Project, Work & Knowledge Management** - Jira, Confluence, BusinessMap, Asana, Trello
- **DevOps, Security & Access** - SonarCloud, DockerHub, VPNs, LastPass
- **Enterprise Systems (ERPs)** - Salesforce, Microsoft Dynamics 365 Business Central, Odoo
- **Monitoring, Reporting & Analytics** - Power BI, Google Analytics

LANGUAGES

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

REFEREES

AVAILABLE UPON REQUEST