MUYINGO ALEX

SOFTWARE SOLUTIONS DEVELOPER | SAAS & CRM | IT OPERATIONS

Uganda · Open to remote and international opportunities | +256 757 665 900 | alekukamba@gmail.com

PROFESSIONAL PROFILE

IT, e-commerce and digital systems professional with experience dating to 2016 and two-plus years focused on AI-assisted business software delivery. Leads solution design, requirements, implementation, testing, troubleshooting and deployment of PHP/Laravel SaaS, Perfex CRM extensions, WooCommerce integrations and mobile workflows. Product owner of TimesOps; combines business operations expertise with practical software configuration, API integration and shared-hosting production support.

CORE SKILLS

Software & platforms: PHP, Laravel, CodeIgniter, JavaScript, HTML/CSS, MySQL, WordPress/WooCommerce, Perfex CRM, Flutter/Dart

Solutions & integrations: Multi-tenant SaaS, staff roles, REST APIs, webhooks, mobile money flows, CRM modules, AI agents, WhatsApp, Africa's Talking IVR

Delivery & tools: AI-assisted coding, solution architecture, user acceptance testing, debugging, cPanel, Hostinger, phpMyAdmin, release ZIPs, SQL migrations

Digital operations: E-commerce management, SEO, Google Analytics, Google Ads, graphic design, Adobe Creative Cloud

PROFESSIONAL EXPERIENCE

Founder & Software Solutions Lead | TimesOps | Uganda / Remote | 2024–Present

- Lead an AI-assisted development and implementation workflow for a Laravel-based, multi-tenant business software platform, translating company requirements into modular operations and customer-facing features.
- Coordinate architecture, testing, deployments and maintenance of logistics, retail/restaurant POS, finance, farm, AI marketing and communications modules with role-based access and tenant-aware records.
- Build and integrate WhatsApp customer assistants, website chat, e-commerce feeds, webhooks and API-connected workflows; investigate production errors and shared-hosting database issues.

IT Manager / Systems & Digital Operations | Skynet Worldwide Express | Uganda | Current technical engagements

- Support company websites, logistics and forwarding software, CRM workflows, business communication channels and customer-facing digital services.
- Manage troubleshooting, releases and integrations involving Perfex CRM, WhatsApp automation, Africa's Talking IVR, courier operations and WooCommerce.

E-Commerce, Website & Creative Operations | Moon Kids Furniture | UAE / Remote | Feb 2021–Present

- Manage website content, merchandising, digital campaigns and e-commerce operations; coordinate conversion, UX and performance improvements.
- Design promotional creative, motion graphics and campaign content for web and social platforms.
- Collaborate on mobile-friendly web layouts, catalogue quality and customer journeys across product listings, site pages and promotional launches.

Website, E-Commerce & Digital Marketing Manager | Skynet Worldwide Express | Uganda | Aug 2017–Feb 2021

- Managed digital storefronts, websites, product campaigns, social media, Google Ads/Analytics, SEO and brand content for logistics and online retail operations.

- Produced websites, landing pages, ecommerce content and motion/print creative supporting customer acquisition and service communications.
- Coordinated product launches and used marketing reporting to iterate on traffic acquisition, email campaigns and online storefront presentation.

Product & Marketing Operations | Jumia | Uganda | Jul 2016–Sep 2017

- Supported multichannel product promotions, lead verification, customer enquiries and reporting across web, SMS and email campaigns.
- Collaborated on launch communications, campaign coordination and response handling for customer-facing digital products.

SELECTED PROJECTS

TimesOps SaaS & Alex AI: Multi-tenant Laravel business platform; WhatsApp-linked AI assistant, customer handover, metering and modular integrations.

Logistics Pro & AiPOS: Shipment, dispatch and driver workflows; retail/restaurant POS, QR menus, cashier controls, receipts and offline handling.

PaySettlr / SmartPay & APP SACCO: School fee/wallet and cafeteria workflows; cooperative savings, loan, treasury and field-operations suite in development.

Perfex CRM Plugins: China Forwarding, WhatsAppBot, Africa's Talking Call Center, Tmail, Accounting, HR/Payroll, Approvify and UI customization.

Commerce & Mobile: WooCommerce API connectors, marketplace imports, Meta catalogue feed and Flutter commerce application.

Unified Communication Hub: Staff inbox combining web chat, WhatsApp, assignment, Customer 360 context and human-agent escalation.

AI Marketing & Social Hub: AI campaign briefs, content plans, creative approvals and Facebook/Instagram publishing handoffs.

Farm Management Pro: Mobile-first procurement, evidence-backed payments, project costing, farm inventory and approval processes.

IMPLEMENTATION & PRODUCTION SUPPORT

Requirements workshops and process mapping • API and webhook configuration • Database inspection and migration troubleshooting • Role-based security and tenant isolation • User acceptance testing • Documentation, deployment and live issue resolution.

EDUCATION & TRAINING

Uganda Certificate of Education (UCE / O-Level). Additional studies/training listed in earlier CVs: digital marketing, graphic design, office management and business administration/marketing. Credential award details available on request.

ADDITIONAL

Available for: Software Solutions / Implementation, PHP-Laravel SaaS Delivery, CRM Integration, IT Management, E-Commerce Systems and Web Operations. Portfolio and project demonstrations available on request.