

Anna's Fiston testimonial

I have been working with Fiston Muganda since 2019. We met as part of Project Hello World work in Nakivale Refugee Settlement. Fiston supported us as a translator. He speaks a huge variety of languages and is thoughtful and sensitive in the way he translates. Fiston then became employed by Hello World as a Community Support Officer, working with his community in Juru, teaching them how to use the Hello Hub tablets, and encouraging full use of the Hubs across the community. Fiston's role expanded as he took on the role of supporting other CSOs since his computer literacy is high and his communication skills are fantastic. We came to rely on Fiston, especially during COVID-19 lockdowns when reaching Nakivale refugee settlement was more challenging.

Fiston then took a job with 60 Decibels, our Impact Measurement partner which assessed the impact of our Hubs. He undertook complex data collection training which enabled him to carry out hundreds of multilingual phone calls to our Hub users. He has also continued supporting other Community Support Officers when there have been technical issues at the Hubs.

On a personal level, I find Fiston to be a caring person and a good friend. He is always willing to go the extra mile in order to support others, even at the last minute. Whilst a patient person, he is also hungry for learning opportunities and is always looking for ways to teach himself new skills. It has been a pleasure to work with Fiston and I couldn't think of a better candidate for a study opportunity like this.

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