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| **HAPPYMORE** **HAPPYMORE**.335257@2freemail.com

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|  | Additional Personal Details |

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| **Visa Status**  | Visit Visa |  |  |
| **Nationality**  | Zimbabwean |  |  |
| **Languages**  | English  |  |  |
| **Sex**  | Male  | **Passport Expiry Date**  | 28/12/2022 |

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| Network Engineer |Support Engineer |Database Administrator |Network AdministratorIT Officer || IT Specialist || IT Technician || IT Manager || IT Sales Consultant |

**Technical Expertise**

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| **Operating Systems:** | Windows 2012 server, Windows 2008 server, Windows 2003 server ,Linux, Windows 10, Windows 7 ,Windows 8.1, Windows Vista, Windows XP, MAC OS X, Apple IOS, Android, CISCO IOS. |
| **Hardware** : | Routers – Switches (Cisco, Trendnet, TP-Link, D-Link, Net Gear), Cisco Firewalls, Cisco Aironet Wireless Routers, Linksys Access Points, HP and Dell Servers, Unified Communications (Cisco and Polycom), AVAYA IP Phones, Smart Phones, Tablets, Desktop and Laptop Repairs . |
| **Network** : | DHCP, DNS, TCP/IP, SMTP, VPN,VLAN, FTP, Telnet, WINS, SNMP, Proxy, Smooth Wall, Squirrel Mail. |
| **Application Software** | VMWare, Pastel, MS Exchange Server, MS Office Suite, Activ-Lite, MS Remote Desktop, TeamViewer, Photoshop, Kaspersky Endpoint security 9.0, Office 365, AVAYA IP Office, Solarwinds, Wireshark, GNS3. |
| **Languages** | HTML, JAVA |

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|  | Qualifications |

**2004 – 2008** National University of Science and Technology, Bulawayo, Zimbabwe **BSc (Honours) Computer Science** **Current Studies:** Cisco Certified Network Associate

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|  | Key Competences |

Successful in managing helpdesk systems spanning differing hardware and software scenarios.Successful migration of users from MS Exchange to Google apps and Office 365 business apps.Effective administration and backup of systems running SQL Server and MySQL Server databases. Effective administration of networks incorporating VPNs, VLAN and VSAT technologies.Effectively managing IT infrastructure budgets and maintenance cycles over multiple sites.Excellent user support and training skills.Effective in marketing and selling, IT Services, hardware ,Software and managing contracts and contractors.

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|  | Career Objective |

To make a meaningful contribution to the workplace and advance in my career by employing innovations that provides solutions to day to day and long term ICT challenges, through an organization that promotes full utilization of my academic and professional qualifications as well the experience acquired in the IT industry.

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|  | Profesional Aptitude |

A goal oriented I.C.T professional with extensive experience in the training, administration and support of information systems. In-depth expertise in the implementation, analysis, optimization, troubleshooting and documentation of LAN/WAN network systems. Proven technical capabilities in diagnosing and resolving complex hardware and software problems. |
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|  | Work Experience |

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| **JIL Projects P/L South Africa****Position: IT Manager-** 2 Year Contract: August 2014-August 2016**Duties and Responsibilities*** Managing IT projects and ensuring timely delivery within budget whilst facilitating communication between service provider and IT team.
* Draw out, analyse, validate and communicate requirements for changes to business processes, infrastructure, systems and policy and implement solutions to meet the new requirements.
* Oversee the development, design, assessments and implementation of new applications and changes of existing computer systems and software packages and recommend required enhancements to line managers.
* Development of core IT use policies, processes and enforcing compliance across deployed systems.
* Constantly monitoring IT systems for potential threats and constructing strategies for disaster recovery in anticipation of system security breach.
* Oversee the implementation of all software and hardware upgrade projects whilst ensuring minimum disruption to business operations.
* Line management responsibilities with the ability to coach and develop individuals for roles within the IT Department by identifying gaps and facilitating for further skills development.
* Maintaining an in-depth technical understanding of all IT systems through hands-on IT implementation, review and management of services providers and products.
* Overseeing the migration of all users from MS Exchange based email accounts to Office 365 hosted accounts.
* Responsible for departmental budget, cost monitoring and control.

**Population Services International Zimbabwe:** August 2012 – July 2014**Position Held:** IT Specialist**Duties and Responsibilities*** Successfully oversaw the migration of the migration of the telephone system to VoIP connecting multiple branches using VPN technologies and AVAYA
* Ensuring availability of internet connectivity at PSI HQ and supporting sites.
* Manage the organisation’s data centre and ensure regular back up and maintenance of all the servers.
* Enforce and follow up on Service Level Agreements with service providers.
* Monitoring network traffic and network availability through Solarwinds.
* Prepare annual budget for equipment replacements and maintenance.
* Manage IT asset Register and internal helpdesk through Manage Engine Service Desk.
* Compiling faults and performance data of networking devices for future reference.
* Maintaining network documentation including network diagrams and IP addressing schemes.
* Configure, deploy, maintain, troubleshoot and support computer workstations, laptops, printers, Scanners, and other end-user peripherals.
* Troubleshoot network related issues and coordinate with end user and other teams to rectify the issue.
* Support Lawson users with add-ons installations, mentoring, trainings and problem resolution in liaison with the Lawson development team.
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| **National AIDS Council:** August 2011 – July 2012**Position Held:** Database Officer/Systems Administrator**Duties and Responsibilities*** Implementation of firewalls rules to regulate internet access and educate users on the presence and use cases of these access control rules.
* Carry out site visits to district offices to offer support as well as enlist future hardware, software and connectivity requirements.
* Manage the Country Response Information System at the provincial level.
* Ensure adherence to backup and restore procedures by all users.
* Consolidate monthly, quarterly and yearly Core Output Indicator reports for NAC HIV/AIDS related activities.
* Design data capturing templates and formats using excel.
* Responsible for maintaining a register of all IT inventory for all computing hardware, peripherals and participate in hardware and software inventories audits.
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| **Virtual Systems:** September 2009 – July 2011**Position Held:** IT Consultant/Systems Administrator**Duties and Responsibilities*** Act as the IT Systems Administrator for organization that do not have dedicated IT departments.
* Participate in preparing tender documents (technical specifications) and provide assistance during the evaluation process.
* Schedule and perform service and maintenance on computers and printers.
* Provide advice and recommendations on computer security, hardware upgrades, software upgrades and maintenance cycles.
* CAT 5e and CAT 6 network cabling, cable termination, trunking and wireless network installations.
* PC Assembling, maintenance, repairs and software installations.
* Monitor the performance of the Client desktop infrastructure and make suggestions for improving efficiency.
* Create alternative methods of completing tasks, software deployments, correcting user errors and system inconsistencies to improve the desktop team function.
* Responsible for identifying client business requirements and ensuring that development and deployment of new systems improve business processes and support critical business strategies.

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