CAREER PROFILE AND OBJECTIVE

A highly motivated, creative and qualified Information Technology (IT) professional with over 15 years of extensive, practical and demonstrated hands-on experience on different IT Systems, equipment and networks. Possess a proven track record of assisting, coordinating and providing technical support and training to technology users of different levels. Key qualities include self-motivated, enjoys meeting new challenges and can work under pressure with minimal supervision, energetic, enthusiastic, results oriented, hardworking and enjoy working in a team especially when it is needed to achieve goals.

*Looking for the IT position that affords me the opportunity to fully utilize my skills /experiences and to make a meaningful contribution to the organization that I work for and/or organizations that ensure providing further professional growth opportunities, in order to develop my career further.*

SUMMARY OF WORK EXPERIENCES

Familiar with different IT Systems and applications with support and troubleshooting skills and vast experience in computer technical and networks installations, configuration and support. Has worked with busy computer companies, academic institution, non-Governmental organizations and Government Agency where responsibilities have included planning, installing and troubleshooting IT Systems, equipment and networks. Additional responsibilities include maintenance of computer hardware and software, develop and maintain websites and databases, supporting and training technology users of different levels. Specific experiences and achievements include:

**User support and Training:**

* Established and maintained productive partnerships with system users at (USAID/Malawi, USAID/Zimbabwe, TEVETA Malawi, CARE Malawi and Kamuzu Academy) and clients for (Computer Connections and NCR-Office Equipment Company) by gaining their trust and respect and also identifying the needs that matched them to the appropriate solutions *(1999 – 2016)*.
* Rendered super technical skills and dedication to work to USAID/Zimbabwe which resulted in a better systems office when assigned on a temporary duty to Zimbabwe (2015).
* Enhanced computer user knowledge for CARE Malawi’s IT users by organizing and facilitating computer user training for all user levels *(2008 – 2010).*

**IT Project management:**

* Successfully completed the project of deploying and upgrading new USAID/Malawi residential internet equipment for the redundant internet connection *(2012 – 2013).*
* Coordinated and assisted in upgrading USAID/Zimbabwe IP Telephony system from 3Com to Cisco and provided initial training and support to users *(2015).*
* Coordinated the project of deploying Very Small Aperture Terminal (VSAT) satellite internet connection at CARE Malawi Country Office for the stable internet connection *(2009 – 2010).*
* Managed the project of deploying and configuring Kamuzu Academy’s Very Small Aperture Terminal (VSAT) satellite internet connection. This was the first reliable internet connection ever for the school *(2004 – 2005).*

**IT Systems security:**

* Helped in reducing system security vulnerability score at USAID/Malawi by upgrading Cisco IP Telephony system from Cisco Call Manager Express (CME) and Cisco Unity Express (CUE) version 7.1 to 8.6 *(2014 – 2015)*
* Re-enforced Computer system and network access policies and procedures to CARE Malawi’s users by revising the IT policies and procedures manual *(2008 – 2010).*

**IT Infrastructure management and support:**

* Managed and supported over thirty (30) USAID/Malawi’s residential internet connections using Ubiquiti and Skypilot wireless technologies with Cisco switching and routing *(2011 – 2016).*
* Successfully installed and configured USAID/Malawi’s guest wireless network using Cisco Small Business Wireless Access Points *(2015 – 2016).*
* Installed and configured wireless network at TEVETA Malawi Secretariat that helped the users in accessing mails and network files anywhere within the office premises through wireless connection *(2011).*
* Successfully designed the Local Area Network (LAN) for the new office premises for TEVETA’s Blantyre Service center using Microsoft Office Visio *(2011).*
* Upgraded the Local Area Network (LAN) from a workgroup (peer to peer) to a domain based network by setting up and configuring CARE Malawi’s users in the Active Directory using Microsoft Windows 2003 server *(2006 – 2010).*
* Deployed mail server running Microsoft Exchange 2003 and then configured the server for CARE Malawi’s mobile and sub-offices users to be able to download mail on their computers using Microsoft Outlook outside the Local Area Network *(2007 – 2008).*
* Upgraded Kamuzu Academy’s Local Area Network (LAN) from a workgroup (peer to peer) to a domain based network using Microsoft Windows 2000 server and then configured network user accounts in the Active Directory and home directory for each student for the safe and central storage of their ICT class work *(2003 – 2004).*
* Extended Kamuzu Academy’s Local Area Network (LAN) to the School Library to enable the students to access their ICT class work and internet for their studies *(2004 – 2005).*

**Web Architect:**

* Coordinated and assisted in redesigning and hosting of TEVETA Malawi’s website using Joomla content management tool *(2011).*
* Re-designed CARE Malawi’s website using Adobe Dreamweaver, Photoshop, Flash and Fireworks *(2009 – 2010).*

**Computer technical support:**

* Worked as a key support engineer for Computer Connections Limited when the company signed technical support contract with Kamuzu College of Nursing (KCN) *(2002 – 2003).*
* Worked as a key technician for NCR-Office Equipment Company in installing, supporting and upgrading the Local Area Network (LAN) for TEVETA Malawi *(2000 – 2001).*

AREAS OF EXPERTISE / SKILLS PROFILE

**Information Communication Technology Operations Management:**

* Experienced in proactive IT operations management
* Experienced in facilitating technology change to suite business plans
* Experienced in enterprise system deployment and management
* Extensive knowledge of IT products and services.
* Extensive knowledge of IT architecture, infrastructure, applications and operations.
* Skilled in planning and implementing backups and disaster recovery for business continuity.

**Information Communication Technology Service Management:**

* Advanced skills in support and maintenance of IT Systems and Services
* Experienced in providing enterprise-level IT support to clients by identifying, troubleshooting and resolving basic to complex technical and non-technical end user problems for all desktop/computing services.
* Knowledge on the Service Lifecycle and the key objectives and competencies that are focused on the overall linkages between the stages in the lifecycle and processes used in Technology Service Management practices.
* Knowledge of Microsoft Office products (Word, Excel, Power point, Access, Publisher 97/2000/2003/2007/2010/2013).
* Skills in implementing, configuring, managing and troubleshooting Desktop Operating Systems and Applications.
* Skilled in Virus/Trojan fighting and eradication from System and providing maximum protection by applying necessary security patches.
* Proficient in financial systems management and support (Scala, Sage Line 50/100)
* Proficient in Crystal Report designing and writing for databases.
* Experienced in coordinating specifications for the purchasing of computer systems and software.
* Ability to train and build skills on the use and application of IT to users of all levels.

**Information Communication Technology Infrastructure Management:**

* Skilled in installing, configuring and administering Windows NT4, 2000, 2003, 2008, 2012 Server Systems.
* Knowledge of Linux systems (Redhat, Ubuntu, Fedora) setup, configuration and support.
* Knowledge of internet caching technologies (Squid, Microsoft ISA server) configuration and support.
* Proficient in planning, designing, installing and supporting Local Area Networks (LAN) and Wide Area Networks (WAN) in both wired and wireless.
* Proficient in configuring and troubleshooting Cisco routers, firewalls and Switches.
* Proficient in planning, installing, configuring and troubleshooting Cisco IP Telephony collaboration services and Video conference using Cisco Call Manager, Call Manager Express and Cisco IP phones.
* Skilled in Database designing and administration using Microsoft SQL (MSSQL), Access and MySQL.
* Experience in System Virtualization using Windows Server 2012 Hyper-V and System Center
* Proficient in messaging systems management using Microsoft Exchange, Google Apps and Sendmail.

**Web Architect**

* Experienced in webpage designing (for both, initial page design and complete page redesign), development and maintenance using HTML, ASP.NET, PHP technologies with Dreamweaver, Microsoft SharePoint Designer and Visual Studio.
* Knowledge of web graphic designing using Photoshop, Fireworks, Flash.
* Knowledge of Microsoft SharePoint collaboration tool setup and management.
* Knowledge of IIS and Apache web server management.
* Knowledge in Web Content Management using Joomla and Drupal

TECHNICAL SKILLS SUMMARY

* Microsoft Windows (9x, NT, 2000, XP, Vista, 7, 8, 10);
* Linux (RedHat, Ubuntu, Fedora);
* Server Virtualization using Windows Server Hyper-V and System Center;
* Microsoft Windows Server (NT, 2000, 2003, 2008, 2012);
* Messaging (Microsoft Exchange, Google Apps);
* File sharing and collaboration (Microsoft SharePoint Services, Google Apps);
* IP Telephony and Video Conference Systems (Cisco, 3Com, Tandberg);
* Backup systems (Symantec Backup Exec, Windows NT Backup);
* Computer programming Languages and Internet technologies (C++, VB.NET, PHP, SQL, HTML, ASP.NET, JAVA);
* Database management (Microsoft SQL server, Microsoft Access, MySQL);
* Cisco networking (Routing and Switching, Security, Voice);
* Web design and content management (Joomla, Drupal);
* Software Packages ( Microsoft Office (97, 2000, 2003, 2007, 2010, 2013), Crystal Reports, Adobe Photoshop (Flash, Dreamweaver, Acrobat), Microsoft SharePoint Designer, Fireworks, ArcGIS, Internet Explorer 5.0 +, Apache, Microsoft IIS, Visual Studio).
* Computer hardware, software and network engineering.

PROFESSIONAL HISTORY

**United States Agency for International Development** *September 2015 – October 2015*

**(USAID/Zimbabwe), Harare**

***Information Technology (IT) Assistant - TDY***

Assisting the Computer Management Specialist/Systems Manager in providing IT systems support to the Mission users while discharging the following specific duties:

* Provide first line troubleshooting for all mission hardware, including laptops, iPhones, PCs, Monitors, servers, switches, routers, printers and UPS.
* Installation and configuration of all mission IT hardware
* Software installations, upgrades and patching of computer systems, including weekly reviews of nCircle vulnerability scans and taking action to fix the identified vulnerabilities.
* Manage the mission’s IT help desk to ensure all reported issues are resolved as quickly as possible
* Provide support to Mission staff to ensure they optimize the use of IT resources, including one-on-one training.
* Provide support for mission staff during meetings and trainings.
* Administration and support of corporate applications, including E2, MyUSAID, GLAAS, WinTA, E­mail and WEBPASS.
* Managing and maintaining the Mission’s daily, weekly and monthly backups as per Mission policy.

**United States Agency for International Development** *April 2011 - Present*

**(USAID/Malawi), Lilongwe**

***Computer Management Assistant***

Serving as a technical support to the Systems Manager in USAID/Malawi’s IT office for the support of computer hardware, software systems, peripherals and telephony systems and also assist in the end-user support in the desktop applications and software systems with the following specific duties:

* Assist in the installation, configuration and support of Microsoft Windows Network Operating Systems (NOS) and Desktop Operating Systems running on all servers and desktop computers.
* Performs systems administration tasks on the network domain (Create/delete domain objects).
* Support end-user network connectivity and maintain systems users and related system access records.
* Assist in the end-User support of Microsoft Office Suite and various web-based applications that the mission uses.
* Support and maintenance of Mission website.
* Running daily/weekly/monthly systems backup and maintain backup logs.
* In-house training of users and preparations of training materials.
* PC and related peripherals troubleshooting, repairing and diagnostic routines to isolate the operating faults.
* Computer network and telephone cabling, troubleshooting and diagnostic routines to isolate the operating faults.
* Installation, configuration and troubleshooting of wireless networks.
* Support of USAID residential internet on the configuration and troubleshooting of internet gateway and customer-premises equipment.
* Setup of IT equipment during occasions when such equipment is loaned for authorized outside activities.

**Technical Entrepreneurial & Vocational Education Training Authority (TEVETA), Lilongwe, Malawi** *January 2011 – March 2011*

***Information Technology (IT) Specialist***

Providing efficient and effective systems and database administration services with the following specific duties:

* Provides on-the-spot technical support to users who may have software and hardware problems
* Coordinates and monitors the installation of new users to TEVETA network as well as the removal of departing staff from the network and business systems.
* Advises on latest technical specifications for ICT products and services and user requirements and participates in the procurement of such products and services.
* Maintains and updates TEVETA’s website with information from all Divisions and Service Centers.
* Does necessary daily, weekly and monthly back-ups of information on the server.
* Manages, administers and troubleshoots the centrally installed antivirus software and servers at the Secretariat and the Service Centers.
* Identifies all hardware problems and have such hardware repaired by reputable hardware support forms while observing warranty requirements.
* Provide classroom and individual training for specific applications used with systems which includes use of internet and intranet pages and interfaces between office systems and others as and when necessary.

**CARE International in Malawi, Lilongwe, Malawi** *January 2006 to December 2010*

***Information Technology (IT) Coordinator***

Coordinating and supporting the IT systems at the country office and sub-offices while specific duties include the following:

* Development and implementation of computer Systems to the specification of various programme activities.
* Facilitating computer familiarization training for all CARE Malawi staff.
* Installation and maintenance of computer hardware and software.
* Develop and administer CARE Malawi’s Local Area Network.
* Develop and maintain CARE Malawi’s Website and databases.
* Finance Information Management System (Scala) administration and maintenance.
* Provide advice and technical specifications on the procurement of new IT equipment
* Oversee Electronic Mail and Internet system for the Country Office and sub-offices
* Management of daily operations of the Country Offices’ Information Communication Technology Infrastructure, Telecommunications Systems and user support.
* Run systems backup and maintain backup logs

**Kamuzu Academy, Kasungu, Malawi** *November**2003 to December 2005*

***ICT Technician/Network Administrator***

Supporting the ICT Director and students in the ICT class room, teachers and support staff in resolving IT issues with the following specific duties:

* Installing new Computer Hardware and Software,
* Maintaining Computer hardware, Correcting Computer Software faults
* Maintaining Computer hardware and software inventory
* Manage Computer Local Area Network (Extending, upgrading the existing Local Area Networks and providing support)
* Providing technical support to Staff and Students in all ICT classes and staff offices
* Supervising students in the ICT Network Room outside lesson times
* Administering Computer Network systems and Internet/Intranet (System backups, Network Monitoring and Security)

**Computer Connections Limited , Lilongwe, Malawi** *March 2001 to October 2003*

***Customer Service Engineer/Workshop Supervisor***

Supporting the clients for the company on IT issues, repairing used computers and peripherals including the following additional specific responsibilities:

* Hardware and Software support
* Computer Network Installation, Configuration and support
* Configuration and installation of new Computer equipment
* Servicing and repairing used Computer equipment
* Provide training to end users on usage of equipment supplied.
* Allocating workshop tasks to other technicians.
* Reporting to the Technical Manager on job progress carried out in the workshop.

**NCR-Office Equipment Company, Lilongwe, Malawi** *April 1999 to February 2001*

***Junior Support Technician***

Assisting the Senior Technician and other technicians in the computer technical workshop in repairing and installing new computer hardware and software with the following specific duties:

* Computer Network Installation.
* Commissioning new Computer equipment and System.
* Configuration and Installation of new Computer equipment.
* Servicing and repairing used Computer equipment.

ACADEMIC QUALIFICATIONS

* BSc. Information Technology, Amity Online University, 2012 – 2016
* City & Guilds Information Technology Technician Diploma, Nihontec Professional College, 2005
* City & Guilds Electronics Servicing Certificate, Nihontec Professional College, 2002
* The Malawi School Certificate of Education (MSCE), Malawi, 1998

PROFESSIONAL CERTIFICATIONS

* Cisco Certified Networking Professional (CCNP) Routing & Switching, 2015.
* Information Technology Infrastructure Library (ITIL) Foundation, 2015.
* Microsoft Certified Solutions Associate (MCSA), 2015.
* Microsoft Certified Professional (MCP), 2014
* Cisco Certified Networking Associate (CCNA) Routing & Switching, 2012

PROFESSIONAL TRAININGS

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| 1. **2016 – Koenig, India:** Cisco collaboration (CICD and CIPTV1) |

1. **2016 – Torque-IT:** Server Virtualization with Windows Server Hyper-V and System Center
2. **2015 – Torque-IT:** Information Technology Infrastructure Library (ITIL) Foundation
3. **2014 – Torque-IT:** Implementing Cisco IP Switched Networks
4. **2012 – Torque-IT:** Introducing Cisco Voice & Unified Communications Administration
5. **2011 – Torque-IT:** Cisco Certified Networking Associate (CCNA) Boot Camp
6. **2011 – USAID/Kenya:** E2 Travel System Administrator
7. **2010 – CARE South Africa:** Scala Financial System administration and maintenance
8. **2008 – The Malawi Polytechnic of the University of Malawi:** Computer Wireless Networking
9. **2008 – CARE Academy:** Crystal Report Designing and Writing for Databases
10. **2007 – CARE USA – Atlanta:** CARE Country Office IT Capacity Building
11. **2006 – Globe Computer Learning Centre – Malawi:** Microsoft SQL Server 2000 database administration and design
12. **2004 – KPMG – Malawi:** Information Risk Management
13. **2003 - Business Consult Africa (BCA):** Customer Service Training

AWARDS AND HONORS

* Eagle award in recognition to dedication to duty during the redundant residential internet network installation project at all USAID/Malawi residences.
* On-the-Spot award for exceptional work performance in coordinating the implementation of the new USAID/Zimbabwe Cisco IP Phone system and Guest Wireless network project.
* Appreciation from USAID/Zimbabwe for super technical skills and dedication to work, which resulted in a better systems office in Zimbabwe.
* Eagle award in recognition to the outstanding customer service, work ethics and professionalism to USAID users during USAID transition from Blackberry to iPhone mobile devices.
* On-the-spot award for the exceptional support to USAID/Washington staff for a USAID/Agriculture Sector Council webinar.

EXTRA-CURRICULAR

* Parish Secretary for Kaggwa Catholic Parish in the Archdiocese of Lilongwe, Malawi.
* ICT Association of Malawi (ICTAM) member.
* Valid and clean Driving License.

COUNTRIES VISITED

Kenya, Zambia, Republic of South Africa (RSA), Washington DC – USA, Atlanta (Georgia) – USA, Tanzania, Zimbabwe, India.

HOBBIES

* Learning new skills and techniques of my job.
* Sharing ideas with colleagues and friends.
* Visiting new places of interest.

BIO DATA

* **Marital Status:** Married with four children (female 16+, female 9+, male 5+, female 1+)
* **Date of Birth/Age:** September 23, 1977 (39+)
* **Nationality:** Malawian
* **Spouse:** Margaret Bwanali (36+)
* **Languages:** English – Fluent, Chichewa – Native