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| **Victor****Victor.344742@2freemail.com** |  |

**IT Executive**

*20+ years’ success leading IT operations innovation for high-growth organizations*

Innovative and results-focused ***IT Executive*** with solid record of leading-edge experience in operations management, project management, change management and resource prioritisation in dynamic technology and financial services industries across Africa. Outstanding leadership and analytic skills for aligning strategic IT plans with business objectives and client needs; defining IT standards for process optimisation, while leading diverse teams for high-quality performance and timely delivery within requirements. Versatile self-starter with technology savvy and cross-functional skills for managing multiple concurrent projects, creative problem-solving, and streamlining of processes for improvements. Effective communication skills for team leadership and collaboration, and forging relationships for project success.

**Areas of Expertise**

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| * SICS Reinsurance Application
* Data Management
* Budgeting & Forecasting
* Vendor Management
 | * Business Intelligence
* Quality Assurance
* Virtualised Environments
* Project Management
 | * Change Management
* Training & Development
* HR Management
* Process Improvements
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**— Technical Skills —**

MS Office Suite (Excel, Word, Outlook, PowerPoint) • Oracle • SQL • Sunsystems • Business Objects

**Professional Highlights**

* Expert implementation of SICS and business objects at ZIMRE and iScala financial application
* Led reduction in maintenance costs by nearly 30% by facilitating transition from standard standalone HP servers to virtualised Dell environment
* Engineered upgrade of SICS to latest versions, and migration of Google mail to MS Office365 platform
* Increased user acceptance of products by training users in MS Office, SICS and business objects
* Connected 4 regional offices to Nairobi data centre through successful launch of VPN
* Maintained smooth systems operation for 15 years through successful management of Oracle and MS SQL databases and Windows Active Directory
* Skillfully negotiated 20% reduction in SICS user license fees for Africa User group

**Career Experience**

**ICT Manager | ZEP-RE (PTA Reinsurance Company) |** Nairobi, Kenya 2007 – 2017

Provided executive-level leadership with full accountability for reorganisation of business functions on global ICT development, trends and changes, operational infrastructure, resource utilisation and strategic analysis with objective of promoting trade growth and integration within COMESA region.

***Key Accomplishments:***

* Augmented business operations through development and execution of SICS system patches and system upgrades, while implementing change management initiative to streamline all operations
* Provided management accountability through development of time-line and annual ICT budgets focusing on expenditures
* Oversaw successful virtualised server environment, and guaranteed establishment of excellent service level agreement with Dell
* Administered database management and control of user environment through active directory

**ICT Manager | ZEP-RE (PTA Reinsurance Company) |** Nairobi, Kenya 2007 – 2017

***Key Accomplishments continued..***

* Led in-house user-training programmes including SICS, business objects, MS Office Suite and Office365
* Significantly improved team productivity by providing constructive feedback to staff members
* Ensured delivery of high-quality service support by creating and applying ICT strategy
* Led proactive management of external vendors according to specified criteria and requirements
* Defined and established processes and procedures for effective procurement of ICT goods and services
* Delivered complete support to ICT staff including evaluation and accountability of staff performance, while focusing on selection and installation of ICT resources and user training provisions
* Created and enhanced user communication channels, including generating business objects reports as per user request
* Proficiently implemented all assigned functions including user administration in business objects, and management of corporate LAN, VPN and data security

**ICT Manager | ZIMRE (Zimbabwe Reinsurance Company) |** Harare, Zimbabwe 2002 – 2007

Led supervision of 3 staff members in managing corporate LAN, WAN and data security; user administration in business objects, and effective operation and development of all ICT systems to meet changing needs. Oversaw MS SQL database for SICS and active directory, while enhancing team understanding through organised in-house ICT user training programmes.

***Key Accomplishments:***

* Successfully positioned SICS system patches, system upgrades, change initiative and testing
* Rendered technical expertise on global ICT development, trends and changes impacting business
* Established policies on standards of operation, and use of ICT equipment throughout company
* Leveraged leadership skills to augment project operations, focusing on improving operational infrastructure, and directed strategic planning and resource utilisation for project execution
* Amplified ICT functions by applying strategic initiatives and resources, and conducting ongoing review
* Supported effective advancement of communication systems, while delivering administrative support for daily operational activities in accordance to business objectives

**Senior Systems Administrator & System Administrator** 1996 – 2001

Ensured successful project delivery through optimised project management, resource prioritisation, strategic planning and coordination of project schedules. Provided high-level support through management of active directory, data security and backup, while performing troubleshooting as required.

***Key Accomplishments:***

* Engineered upgrade to windows-based platform from UNIX-based reinsurance and financial system
* Led cutting-edge project development for computer operations and systems administration through MS SQL database, and associated training programmes for in-house ICT user

*Prior positions included Assistant Systems Administrator for Zimtrade,* *Harare, Zimbabwe from 1995 to 1996 & Computer Tutor for Speciss College, Harare, Zimbabwe from 1993 to 1995*

**Education**

**Bachelor of Science in Computer Science & Mathematics, UNIVERSITY OF ZIMBABWE,** Harare, 1993