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| **FAITH** [**FAITH.346953@2freemail.com**](mailto:FAITH.346953@2freemail.com)  Determined, ambitious and articulate computer scientist fluent in English with exceptional analytical ability, reasoning, problem-solving and ability to program; targeting entry & mid-level assignments in **Information Communication Technology** with a reputed organization | | |
| core24x24icons**Key Skills**  **System Administration**  **Network Administration**  **Programming**  **Troubleshooting**  **Operating Systems**  **Windows**  **Linux**  **Customer support** | | knowledge24x24icons**Profile Summary**   * Qualified IT personnel with **over 4 years of rich experience** in **Network Support,** **Software Support and Software Development** * Skilled in software development * Proficient in software development methodologies * Possess practical troubleshooting and problem analysis techniques * Able to plan and prioritize work load without supervision. * Self-motivated and committed to offering a professional service of the highest standard * Able to work well as part of a larger world class team where work ethics and principals are valued by all. |
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| career24x24icons**Career Timeline**  Jan 2006: **IT Technician** Africa Online, Zimbabwe | | |
| Dec2016:**IT Technician** Dandemutande, Zimbabwe  **edu24x24iconsEducation**   * **BSc Honours in Computer Science (University of Venda, South Africa)** Specialization: Computer Science, Dissertation Title: *The impact of software defects on the selection of software development methodologies: A case study of software organizations in South Africa*. Supervised by Prof B Moyo, 2014-2015. * **BSc Computer Science (University of Limpopo, South Africa)** Specialization: Computer Science and Operations Research 2009-2012 * **Certificate in COBIT5 Foundation (APMG International)** Specialization**:** COBIT 5 FOUNDATION 2015 * **Diploma in Applied Information Technology (University of Zimbabwe)** Specialization: Network Engineering 2005-2006 * **Certificate in Applied Information Technology (University of Zimbabwe)** Specialization: Network Engineering 2003-2004   softskills24x24icons**Soft Skills**    Leadership  Planner  Communicator  Collaborator  Motivator | | |
| **exp24x24iconsWork Experience** |  | |
| **2006 - 2009: ISP Network Engineer, Africa Online Pvt Ltd, Internet Service Provider (Harare, Zimbabwe)**  **Major Responsibilities:**   * Design and implement network solutions, this will incorporate the following technologies - switches and routers, firewalls, network management tools and VPN Technologies. * Provide 2nd level support for LAN/WAN data communication problems and/or tasks. * Analyse complex network problems and co-ordinate to resolution. * Use the network performance and monitoring tools to provide ad hoc capacity planning and trending as well as technical/connectivity guidance to clients * Submit and review planned network changes (Change Control) * Provide technical support and analysis where required, both during business day and after hours. * Analyse application problems and assist in the co-ordination of resolutions where necessary. * Ensure that all elements of the network infrastructure are documented and that relevant standards are understood and adhered to. * Provide mentorship and educate both the Level 1 staff and the call center agents. * Support to both wireless and voice teams.   **2014-2015: IT Support Technician, University of Venda IT Department (Thohoyandou, South Africa)**  **Major Responsibilities:**   * Installing and configuring computer hardware operating systems and applications * Monitoring and maintaining computer systems and networks * Troubleshooting systems and network problems and diagnosing and solving hardware or software faults * Provide support, including procedural documentation and relevant reports * Following diagrams and written instructions to repair a fault or set up a system * Support the roll-out of new applications * Setting up new users accounts and profiles and dealing with password issues * Responding within agreed time limits to call-outs * Working continuously on a task until completed * Prioritizing and maintain may open cases at a time * Rapidly establishing a good working relationship with customers and good communication skills * Testing and evaluating new technology   **2015-2016: IT Support Technician, Mustek Pvt Ltd (Midrand, South Africa)**  **Major Responsibilities:**   * Provide technical support to college IT users (both network and non-network users) covering both hardware and software systems, in accordance with agreed service standards. * Maintain and repair IT Systems and equipment to ensure they are functioning effectively. * Identify persistent and potential problems and suggest and implement solutions. * Work collaboratively with other members of the Technical Support team o develop and deliver long-term solutions to meet user needs.     **2016-2017: ISP Network Engineer, Dandemutande, Internet Service Provider (Harare, Zimbabwe)**  **Major Responsibilities:**   * Design and implement network solutions, this will incorporate the following technologies - switches and routers, firewalls, network management tools and VPN Technologies. * Provide 2nd level support for LAN/WAN data communication problems and/or tasks. * Analyse complex network problems and co-ordinate to resolution. * Provide mentorship and educate both the Level 1 staff and the call center agents. * Support to both wireless and voice teams.   **Personal Attributes**   * Determined, ambitious and strive for continued excellence * Excellent communication, leadership, organizational and interpersonal skills * Fluency in English language, both written and oral * Analytical ability, reasoning, problem-solving and effective negotiation skills * Ability to work under pressure and juggle a demanding schedule to meet deadlines * Ability to work both in a team and independently * Ability to initiate, prioritize and execute tasks among a range of competing demands * Confident and highly innovative   **Highlights**   * Graduated best student BSc Honours Computer Science *Cum Laude* – Distinction at the University of Venda * President of ULISA(University of Limpopo International Students * Member of ENACTUS University of Venda, presented in Unilever Special Competitions and came out second position     in HARARE, ZIMBABWE and valid up to 31/07/2022)  Visa Details: None  Nationality: Zimbabwean  Marital Status: Married  No. of Dependents: None  Availability: Immediately  Passport Details: CN 929869 (issued in HARARE, ZIMBABWE and valid up to 31/07/2022)  Visa Details: None  Nationality: Zimbabwean  Marital Status: Married  No. of Dependents: None  Availability: Immediately | | |
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