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| **FAITH** **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 PlannerCommunicatorCollaboratorMotivator |
| **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: ZimbabweanMarital Status: MarriedNo. of Dependents: NoneAvailability: ImmediatelyPassport Details: CN 929869 (issued in HARARE, ZIMBABWE and valid up to 31/07/2022)Visa Details: None Nationality: ZimbabweanMarital Status: MarriedNo. of Dependents: NoneAvailability: Immediately |
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