**Personal statement**

An intelligent and articulate individual who not only exhibits a high level of professionalism,but is also passionate about providing outstanding services. Nyasha has a strong general interest in IT and is someone who can express ideas and information clearly and concisely. As a confident individual he can work effectively within a changing environment and is able to modify his behavioral style and approach in order to achieve results. Right now he is looking for a suitable job with an exciting and ambitious company.

**WORK XPERIENCE**

**3Cs TECNOLOGIES**

**IT SUPPORT TECHNICIAN** January 2014 to December 2014

Responsible for the installation and maintenance of IT equipment including printers and scanners. Supporting customers using remote access technologies and also by visiting clients.

**DUTIES**

* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
* Respond to queries either in person or over the phone.
* Train computer users.
* Maintain daily performance of computer systems.
* Respond to email messages for customers seeking help.
* Ask questions to determine nature of problem.
* Walk customer through problem-solving process.
* Install, modify, and repair computer hardware and software.
* Clean up computers.
* Run diagnostic programs to resolve problems.
* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Install computer peripherals for users.
* Follow up with customers to ensure issue has been resolved.
* Gain feedback from customers about computer usage.

**AREAS OF EXPERTISE**

* Diagnostics
* System Backup
* End User Support
* New Installations and Support
* Firewalls / Security
* Problem identification
* Maintenance

 **KEY SKILLS AND COMPETENCIES**

* Excellent communication and skills.
* Thorough understanding of computers.
* Physically fit, able to work in confined spaces
* Able to prioritize in a complex, fast-paced environment.
* Willing to work flexible schedules / shifts

**PROFFESSIONAL QUALIFICATIONS**

***HEXCO DIPLOMA***

**INFORMATION AND COMMUNICATION TECHNOLOGY**

* Software Design
* Database concepts and design
* SQL
* Internet and web design
* HTML
* Computer Architecture And Servicing
* Data Communication And Networks
* Systems Analysis And Design
* Programming In Visual Basic
* Programming Using C++
* Computer Operations and Packages
* Word
* Excel
* Business Information Systems & Entrepreneur Skills
* Principles of Accounts
* Business Communication
* National And Strategic Studies
* Entrepreneurship Skills Development
* Information Technology Concepts

**ARCADEMIC**

**O LEVEL**: Maths (B) Accounts (B) History (B) Science(C) English(C)