# CLIVE

# IT SYSTEMSENGINEER

**D.O.B**.: 13-May-1988

**Nationality**: Zimbabwean

**Location**: Dubai, United Arab Emirates

**Mobile**: C/o 0502360357

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# PROFILE

*IT Systems Engineer with proven track record of managing server infrastructures and data-center operations across UNIX, Linux and Windows and platforms. Effectively plan, install, configure and optimize IT infrastructures to achieve high availability and performance. Able to create and deliver solutions tied to business growth, organizational development and systems/network optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects and teams in a range of IT environments.*

# OBJECTIVE

***To work in a vibrant and dynamic organization that encourages creativity, team work and a well-laid out path for personal career development whilst contributing to achieve set corporate goals***.

# CORE COMPETENCIES

* **OS**: Windows 7, 8, 10, Windows Server 2008, 2012 and DOS, Mac OS, Unix/ Linux
* **Programming Languages**: C, C++, C#, Visual Basic 6, Visual Basic, .NET, HTML, CSS, JavaScript, PHP 4.0/5, XML, Python, Java, perl.
* **Software**: Visual Studio 2012, Netbeans 8.0, Eclipse Neon, .NET 2005, Dreamweaver, Adobe Creative Suite, CorelDraw 7 , Wordpress, Joomla, Magento, WYSWYG
* **Database**: MySQL 4.0/5, MS SQL 2008/2012, MS Access
* **Networking**: TCP/IP, LAN, FTP, DNS, DHCP, IIS, Active Directory, CCTV
* ITL Service Management experience
* Very energetic and ready to take new challenges
* Excellent interpersonal communication
* Organization, and time management skills
* Customer focused dedication to effective service
* Leadership/management skills

**EDUCATION**

* 2017 – ongoing: **Shaw Academy**

Advanced Diploma in Digital Marketing

* 2011 – 2015: **Chinhoyi University of Technology**

Bachelor of Science (Hons) Degree in Information Technology

* 2006 – 2007: **Anderson High School**

GCE Advanced Level

# LANGUAGES

**English –** Excellent reading, writing and fluent speaking

# PROFESSIONAL EXPERIENCE

I.T Specialist - Jolie Dubai, UAE (Oct 2016 – to date)

Key Responsibilities:

* Diagnose and resolve 100% of unique, nonrecurring problems associated with application software and operating systems; by determining the source of problems and classify their level, priority and nature.
* Acting as the first point of contact for all IT & technical queries and investigate specialist and complex IT support issues.
* Support and troubleshooting servers, computers, wireless, switches, printers, copiers, mobile devices, etc.
* Perform research on current benchmark trends and audience preferences while designing and implementing social media strategy to align with business goals
* Monitor SEO and web traffic metrics as well as Collaborate with other teams, like marketing, sales and customer service to ensure brand consistency
* Creating and maintaining social media paid ads across deferent platforms.
* Creating Google search Ads using Google AdWords.
* Creating dynamic ads, checking ad performance, tracking leads and conversions.
* Maintains growth statistics, space forecasts, and software and hardware inventories
* Cable installation, CCTV cameras installation, DVR configuration, access and support.

Systems Support engineer -Xerox- Sandton, South Africa (Oct 2014 – October 2016)

Key Responsibilities:

* Provided support for existing Xerox systems, managed software projects and built energized sales channels while creating new revenues from widening product lines.
* Consulted with client companies to provide Xerox web-based and network solutions along with strategic planning and project leadership over systems migration (SharePoint), configuration, administration, upgrades and troubleshooting initiatives.
* Setting up and on- going maintenance of Windows Systems and conduct routine hardware and software audits of servers to ensure compliance with established Xerox standards, policies, and configuration guidelines;
* Develop and maintain operating system hardware and software configuration database/ library of all supporting documentation;
* Provide support and consultation to remote locations or clients in order to identify requirements and configuration resources;
* Provided innovative solutions, developed and implemented new service strategies to increase customer satisfaction by 30%.

ADDITIONAL IT EXPERIENCE

Backend Developer - Nicmart Business Solutions, Zimbabwe (March 2009 – Sept 2011)

**REFEREES-** upon request