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| **IRVEN**  **c/ o Phone +971501685421** **Irven.375510@2freemail.com****Dubai,UAE****Visa-Visit-13th of April**  |  |

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| **Personal Profile** |
|  A very experienced and professional IT Support team member with training in many technical areas, from resolving faults to configuring and installing systems. Well regarded for being a strong communicator and team-player with colleagues and clients, now seeking to expand my current skills in a new, challenging environment within a new company that values my proven track record of excellent client-customer service and technical skills |

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| **Areas of Expertise** |
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| Systems and Network Administration | Workstation Installation/Configuration | Technical Infrastructure (LAN/WAN/VPN/NOC) | User Training and Support |
| Testing & Troubleshooting | Effective Communication | System Administration |  Business Continuity |
| Problem-Solving Skills | Adaptability | Time Management | Ability to Work Under Pressure |

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| **Technical Proficiencies** |
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| Platforms | Windows Vista/7/10; Mac OS X; Oracle; Linux(Red Hat, CentOS, and Ubuntu) |
| Software | Microsoft Office (Word, Excel, Outlook, PowerPoint, Project), SQL, and SharePoint; |
| RDBMS Technologies and Application Servers | SQL server, WAMP serverSQL, PL/SQL, MS SQL Server, MS Access, MySQL |
| Other Technologies | TCP/IP; DNS; DHCP; VMware(Avira Antivirus, Symantec Antivirus, Bitdefender, Microsoft Security Essentials, Malwarebytes, Avast, AVG,), Team Viewer |

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| **Education** |
| **Advanced Diploma In Business Information Technology** |
| Speciss College | Harare, Zimbabwe 2015 |
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| **Diploma In Business Information Technology**  |
| Speciss College | Harare, Zimbabwe 2013 |
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| **Fundamentals Of Computer Hardware and Software (A+)**  |
| Speciss College | Harare, Zimbabwe 2008  |
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| **Certification(Oracle University)** |
| Oracle certified Associate 2018 |
| *Oracle Pl/sql shell Scripting* |

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| **Professional Experience** |
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| **Employer ; Sendem Transport, Harare Zimbabwe- Period June 2014 to December 2017** |
| **Positions held: IT Fleet/ Management Technician** |
| I worked for Cross-country Containers as a Consultant. Cross Country owns and operates its own fleet of more than 170 trucks and tri-axle trailers and operates from its own modern depot in Harare, the capital of Zimbabwe. |
| **Major tasks and responsibilities:** |
| * To install and to maintain all fleet management systems. (tracking Units, GPS systems, Workstation --Installation/Configuration, ERPs installation and Support.
* Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.
* Developing fleet management Processes, i.e.
1. Monitor fleet, driver and route consumptions.
2. Trip sheets processing.
3. Collaborating reports crucial for Fleet Preventative Maintenance Plan Via (web track)
4. Designed tools, reports, charts and graphs for senior management to provide ongoing, at-a-glance summaries of overall fleet status.
5. Producing daily, weekly and monthly reports for Executive management.
* Process improvement expert with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs.
* Developed IT policy with step-by-step training manuals for end-users.
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| **Selected Projects** |
| * Successfully directed completion of company-wide upgrade to Windows 10 and Office 365 impacting more than 30 onsite staff and 3 Directors
* Successfully introduce TeamViewer to the company, application for meetings and remote control. As an all-in one solution, TeamViewer can be used to
1. Show your desktop for meetings, presentations or collaboration
2. Use the TeamViewer meeting function, e.g. for training sessions
3. Provide ad-hoc remote support to colleagues, friends or customers
* Spearheaded the use of the cloud computing, i.e. Google docs, OneDrive and Dropbox which benefited the firm instantly by enabling them to create, edit, store and share files with other users online from remote locations and in real-time.
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| **Employer; Heedlex Education International. – period February 2011 to November 2011** |
| **Positions held: Business Development Assistant/Help Desk Technician** |
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| **Main Duties & Responsibilities;** |
| * Primarily recruited to perform help desk duties i.e. to ensure software and hardware were installed and operating at peak efficiency.
* Accountable for day to day and long term maintenance and technical support of site including suggestion solutions.
* Analyzing requirements to meet user needs by Responding to queries either in person or over the phone.
* Determine the best solution based on the issue and details provided by customers.
* Walk the customer through the problem-solving process.
* Record events and problems and their resolution in logs.
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| **Employer; Ministry of Education, Sport and Culture.-Period February 2009 to July 2009** |
| **Position; Assistant Technician. (Intern)** |
| **Main Duties & Responsibilities;** |
| * Resolve network communications problems to ensure users access Office of Ministry of Education sport and culture networks.
* Install or repair Windows computers with standardized applications and networking software, diagnosing and solving problems that develop in their operations.
* Respond to user questions and explain the operation of network applications and equipment.
* Assist in the maintenance of standards and documentation and perform other related duties as requested.
* Configuring TCP/IP networking. (manually, Automatically and Alternatively (IPv4 only)
1. Configuring static IP addresses (Using the PING command to check an address)
2. Configuring a static IPv4 or IPv6 address.
3. Configuring dynamic IP addresses and alternate IP addressing.
4. Configuring multiple IP addresses and gateways.
5. Configuring DNS resolution.
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