**PROFILE**

Thorough and meticulous individual with solid knowledge in data, systems, business analysis and IT management who hungers about serving businesses excel with a recipient of a BSC in Computer Science and an MSC in Information Systems Management all of which are fundamental to the business growth.

Possessing strong management and technical skills rooted in substantial training as a data analyst, business and IT systems administration roles. W orked at a senior level position, self-supervised and goal driven equipped to surmount the next encounter whilst learning novel skills in a new atmosphere. Strategically minded,

brings and implements new innovations within the organization.

**LOCATION**

Harare

**VISA STATUS**

Visit Visa valid for 90 days

**AVAILABILITY DATE**

Immediate

**EMAIL**

Yvonne-395607@gulfjobseeker.com

**YVONNIE**



**IT SYSTEMS AND HELPDESK ADMINISTRATOR**

**EDUCATION**

**Midlands State University**

2011 – 2015

Bachelor of Science Honors Degree

[Computer Science Grade 2.1]

**Midlands State University**

2015 – 2017

Master of Science Degree

[Information Systems Management Grade Pass]

**Cisco Academy Certificate**

February 2019 to February 2022

Cisco Certified Entry Networking Technician (CCENT)

**Boost Fellowship**

2016 to Date

Passport to Success Life Skills

**Advanced Level Certificate**

2006 – 2007

Mathematics, Physics and Chemistry

**WORK EXPERIENCE**

**Currently working as an IT Systems and Helpdesk Administrator [First Mutual Holdings, Harare, Zimbabwe]**

Aug 2018–Date

* Project Management
* Incident management and query resolving
* IT Service Management and Value Addition
* Change management
* Analyzing the business requirements of all departments to determine their technology needs

Purchase efficient and cost-effective technological equipment and software

* SLA management and Vendor relationship
* Monthly Reports generation
* Biometric Access Configurations
* Network filtration through Sophos
* Email configuration and O365 management
* User support and system configuration
* Business applications support for Sage, HIP, SICS, MDA and EXEGY
* Assist in building relationships with vendors and creating cost -efficient contracts

**HOBBIES**

Researching and watching movies

Playing volleyball

W atching cricket

Travelling and exploring new things

**PERSONAL INFORMATION**

Date of Birth 08-03-1988

Sex Female

Marital Status Single

Nationality Zimbabwean

Driving License Valid ZW

**LANGUAGES**

Shona

English

* Install and configure computer hardware operating systems and applications
* Monitor and maintain computer systems and network.
* Troubleshoot system and network problems, diagnosing and solving hardware or software faults



***Achievements***

* Cost reduction through doing requisitions on the systems
* Manage Engine Implementation and support
* Improved efficiency through IT Service Management

**Eduloan a part of Fundi SA IT Administrator**

Aug 2017–July 2019

***Business Analysis, Project Management and Leadership***

* Design, develop, implement and coordinate systems, policies, strategies and procedures.
* Overseeing all technology operations and evaluating them according to established goals
* Ensure security of data, network access and systems.
* Act in alignment with user needs and system functionality to contribute to organizational policy.
* Controlling and evaluating IT and electronic data operations
* Manage information technology and computer systems
* Persuade internal and external stakeholders of the benefits of new technology or strategies
* Oversee the implementation of new technology and systems.
* Approve and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance;
* Compliant to quality management standards (QMS) ISO 9001:2015.
* Preserve assets, information security and control structures.
* Handle annual budget and ensure cost effectiveness.
	+ Maintain user profile on internet & Email and access permissions for other domain-based server.
	+ Responsible of timely resolution of technical problems, attend to users hardware-software configuration for windows 98, 2000, XP or 2003 workstation.

• Troubleshoot system performance and network problems, involve i n disaster recovery & storage management activities.

* + Evaluate, test and recommend new opportunities for enhancing our software, hardware and IT processes.
	+ Project and change management
	+ Proposes effective solutions for end user problems and tasks to enable the highest level of end user utilization of network and desktop business applications
* Ensure that all projects are delivered on-time, within scope and within budget.
* Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.

***Helpdesk and Social media Administration***

* Systems administration and analysis.
* Social media and digital marketing
* System integration supervision
* Microsoft Azure and Active Directory management
* Helpdesk and User support
* Data analysis
* Overseeing, spearheading and determining time frames for major IT projects including system updates, upgrades, migrations and outages.
* Install and configure computer hardware operating systems and applications
* Monitor and maintain computer systems and networks
* Troubleshoot system and network problems, diagnosing and solving hardware or software fault

**User Support**

* + ICT Induction for new employees of organization information and technologies.
	+ Training employees on use of corporate social media platforms e.g. Facebook, Twitter, LinkedIn.
	+ Training on use of Microsoft Office 365 suite including Skype for business, Teams and Yammer, PowerPoint presentation training.
	+ Basic IT training including Excel, W ord, Systems, use of projectors, printer troubleshooting.
* W ebsite maintenance and administration
* User training on Microsoft Office Packages including Yammer, Outlook, PowerPoint, W ord.

**Project Management**

* Requirements gathering from all users within the organization.
* Assess current business process and document the challenges.
* Design a wish list for the organization.
* Feasibility assessment for the viability of the project.
* Coordinate internal resources and third parties/vendors for the flawless execution of projects

**Summary of Achievements**

* Managed and facilitated meetings with B2B partners for projects dealing with systems integration, web services, API, and sFTP data transfer.
* ICT department spearheading and launching (opened and run the IT department as an individual for 2 years).
* Project leader for the implementation of a new core system for Eduloan (Musoni system Project leader).
* Amongst top strategic management for the formulation and implementation of organization strategy for period 2019/2022.
* Cost reduction by 60% of telephone bills through embracing technologies such as MS Teams, Yammer and Skype for communication.
* Leveraged the quote-to-cash business process map created by the Business Process Improvement team to create a concordance which reduced costs by more than 80%.
* Jumpstarted customer service delivery by 40%, with integration of core system to major institutions within the country.

**Small and Medium Enterprise Development Corporation, Harare, Zimbabwe IT Officer Jan 2017–July 2017**

* W orking with W indows and Linux email server.
* Preparing storage media for daily backups, monitoring and recording backup processes.
* Hardware maintenance and software installation.
* Systems maintenance, support and assisting in managing all systems and software packages.
* Helpdesk support by telephone and via software’s such as Team viewer, VNC and

Skype for Business.

* Performing EOD, EOM & EOY procedures for the Encore Theme S ystems and ensuring all systems are availed within the agreed system uptime.
* Microsoft Azure and Active Directory management
* Incident and problem management

**Econet Wireless, Zimbabwe Data Analyst**

March 2016–Dec 2016

- Data verification of Econet Premium on Eco-Rec and CBiO systems**.**

- Quantitative and qualitative analysis of Premium data

- Evaluating application for prescribed Econet asset status

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**BancABC a part of Atlas Mara Helpdesk Support Officer**

Aug 2013–July 2014

* Assisting users with first level telephone support and attending to user queries through the Helpdesk
* Logging all queries and distribution of the queries, receiving all by phone, computer email and in person.
* W orking knowledge of Manage Engine Help desk
* Query resolution and helpdesk administration
* Remote assistance using VNC, Microsoft Remote desktop and Team-Viewer.
* Full knowledge of Office 365 tools, word, excel and outlook, Microsoft Email Exchange server administering and setup Software installation and file management.
* Support technician: Computer, laptop maintenance and repair
* Software’s: installation and upgrading when necessary.
* Manage day to day activities related to Microsoft technology including active directory, domain controllers, DNS and Exchange
* Active directory: user creation and maintenance of the users.

**SKILLS**

**PROFESSIONAL SKILLS**

* IT Management
* System Administration
* Microsoft Office, O365, Teams, Yammer, Excel, PowerPoint
* IT business analysis
* Data Analysis
* Systems support and analysis

**PERSONAL SKILLS**

* Team player
* Leadership
* Time management
* Innovation
* Problem solving

**DECLARATION**:

I hereby guarantee that the abov e data prov ided by me is factual and precise to the top of my knowledge. I hope that the abov e-mentioned will meet your requirements in recruitment of competent indiv iduals within your organization and if giv en a chance, I won’t humiliate the organization. I swear that I will perform to the best of my capabilities and the organization.