

CURRICULLUM VITAE

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PERSONAL INFORMATION

- Nationality: Tanzanian
- Date of Birth: 8th May 1994
- Place of Birth: Dar Es Salaam, Tanzania
- Marital Status: Single
- Gender: Male

CAREER OBJECTIVE

To achieve administrative professionalism, deliver services to meet the organizations objective and penetrate into the field of information technology, through a reputable organization that acknowledges performance and offers an opportunity for enhancement of creativity and leadership for the welfare of the society.

EDUCATION BACKGROUND

YEAR	SCHOOL	AWARD
February 2016 - August 2018	University of Dar es Salaam Computing Centre	Advanced Diploma in Computing and Information Technology
July 2013 - July 2014	University of Dar es Salaam Computing Centre	Certificate of Computing and Information Technology
June 2013 – July 2013	University of Dar es Salaam Computing Centre	Certificate of Microcomputer Applications
2008 - 2011	Mwanga Secondary School	Certificate of Secondary Education
2001 - 2007	Mwanga Primary School	Certificate of Primary Education

WORKING EXPERIENCE

2015 April to Nov 2015: Working with Techno Brain BPO ITES as Customer Service Representative

Main Duties

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed

Skills and achievements

- Increasing the loyalty or satisfaction of existing customers
- Solving a problem or challenge, e.g., decreasing customer complaints
- Saving money, e.g., negotiating a better deal from a supplier
- Saving time, e.g., suggesting a new time-saving process
- Developing an idea your employer acted on
- Launching new products, projects or initiatives
- Increasing the company press coverage or market recognition

- **2015 Nov to March 2016:** Working with Techno Brain BPO ITES as IT Helpdesk Support.

Main Duties

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Configuring and Administer desktop computers, printers, routers, switches, phones, personal digital assistants, Smartphone's, software deployment, security updates and patches.
- Designing and planning the network, setting up the network, maintaining the network & Expanding the network.
- Support LANs, WANs, network segments, Internet, and intranet systems.
- Install, modify, and repair computer hardware and software.

- Run reports to determine malfunctions that continue to occur.
- Ensuring that the network infrastructure is up and running.
- Analyzing system logs and identifying potential issues with computer systems.

Skills and achievements

- Ability to assess problems and research solutions
- Strong interpersonal and communication skills
- Prevent future problems by automating processes
- Greater knowledge of the business side of IT
- Keen awareness of system vulnerability
- Productive management of time

- **May to July 2017:** Working with Wananchi Group Ltd as Technical Assistant [Internship].

Main Duties

- Diagnosis Zuku fault decoder returned by customers
- Prepare daily & weekly report for work performed.

- **2018 Dec - Present:** Working with MCOM Ltd as ICT Technical Support

Main Duties

- Providing technical support across the companies (this may be in physical or remote)
- Responding in a timely manner to service issues and requests
- Managing & supervise all IT projects onboard .i.e. LAN design & construction, Network/WIFI creation, etc.
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Install and configure appropriate software and functions according to specifications
- Identify computer or network equipment shortages and place orders
- Managing technical documentation.
- Collaborate with vendor support contact to resolve all issues for desktop equipment's and software
- Monitoring and maintaining computer systems and networks
- Develop and maintain local networks in ways that optimize performance
- Testing new technology

PRACTICAL EXPERIENCE

- **2014(June - August):** Field practices at Techno Brain LTD in Dar es Salaam as Technical assistant.

Main duties

- Network installation and troubleshooting
- Computer repairing and maintenances.
- Software and Hardware troubleshooting.
- Installing, configuring and managing server i.e. Windows Server AD, Exchange Server 2016
- Web design via CMS i.e. Joomla

WEB DEVELOPMENT SKILLS (Full Stack Developer)

Environment: HTML, CSS, JavaScript, PHP, MySQL Database, Laravel, Vue JS, Express JS, WordPress

- Developing and maintaining the front end functionality of websites.
- Develop backend server API using PHP and JS
- Participating in discussions with clients to clarify what they want.
- Designing prototypes for apps and websites.
- Writing cross-browser compliant XHTML, CSS & JavaScript.
- Simultaneously managing several databases and reporting tools.
- Provide guidance to other team members on web development issues.
- Developing websites that have a consistent feel and look throughout all web properties.
- Providing technical support to end users.
- Identifying and correcting software deficiencies.

Some of the projects

- WordPress website customization – Wahapahapa.co.tz and Solidarity.co.tz,
- Website design & development (Law Firm) - rexreginalaw.com
- Work Order App (WOAPP) – A local Web System that help to store data, edit, delete & update on the database > Developed by PHP (Laravel) – Client: MCOM Ltd

HONORS & AWARDS

- 18th December 2015 Rising Star Award at Techno Brain LTD

VOLUNTEER EXPERIENCE

- Techno Brain LTD - Dar es Salaam, Tanzania as Technical Assistant.

LANGUAGES

- **Speaking** English- Very Good, Swahili- Excellent
- **Writing** English- Very Good Swahili – Excellent

INTERESTS AND ACTIVITES

- Socializing

- Traveling

REFEREES

I. Harrison Osunga

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II. Mcharo Mlaki,

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