


# ELISHA MAHENG

IT OFFICER | SYSTEMS ADMINISTRATOR



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Tanzania

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As an Information Technology Officer with two years of experience, I have developed a comprehensive skill set and a deep understanding of various aspects of IT operations. My primary focus has been on ensuring the smooth functioning of IT systems, providing technical support to users, and implementing solutions to enhance organizational efficiency. I possess a solid foundation in IT infrastructure, including network administration, system maintenance, and troubleshooting. My proficiency extends to a wide range of technologies, hardware configurations, and software applications.

## AREAS OF EXPERTISE

Network Management | Troubleshooting | IT Infrastructure | Database Management | Linux System Administration | Software & Hardware Maintenance | System Analysis and Security | ICT Training & Facilitation

## ACADEMICS

**BSc in Information Technology | 2023**

The Institute of Finance Management

## SKILLS

 Communication

 MS Office

 Problem Solving

 Presentation

 Critical Thinking

 Organizational

 Analysis

 Report Writing

## ACHIEVEMENTS

- Improved staff proficiency by 50% through targeted training programs, resulting in a 20% increase in overall productivity within the organization.
- Enhanced interdepartmental communication, leading to a 20% increase in project success rates and a 30% decrease in project delays.
- Streamlined data processing procedures, resulting in a 25% reduction in data processing time and a 15% improvement in data accuracy.
- Improved IT support response time by 40%, resulting in a 25% increase in user satisfaction among staff members.
- Reduced security incidents by 30% through the implementation of robust cybersecurity measures, safeguarding NSSF's data and systems.
- Completed 95% of IT projects within the initial timeline, resulting in a 10% cost savings compared to the allocated budget.
- Achieved a 20% increase in efficiency and a 15% increase in productivity following the implementation of new technology systems at NSSF.

## EXPERIENCE

**ICT OFFICER | AUG 2021 – AUG 2023**

**NATIONAL SOCIAL SECURITY FUND(NSSF)**

Duties

- Orchestrated and upheld the ICT infrastructure for the National Social Security Fund.
- Spearheaded and oversaw cyber-security measures to fortify the organization's sensitive data.
- Delivered proactive IT support to staff, swiftly resolving hardware and software issues
- Engineered and optimized network systems to guarantee peak performance and security.
- Executed routine audits and assessments to pinpoint areas for enhancement in ICT systems and processes.
- Fostered cross-departmental collaboration to seamlessly integrate new technologies and streamline operations.
- Formulated and enforced ICT policies and procedures to ensure adherence to regulatory standards.
- Equipped staff with comprehensive training on the utilization of ICT systems.
- Monitored and upheld data backups to safeguard data integrity and bolster disaster recovery capabilities.

## **REFEREES**

Ngalula Mapolu Ngajis - General Manager  
Sky & Sons Company Ltd  
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Amos Lameck Masawa - ICT Officer  
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