

Gasto Celestine Wodith
IT Specialist – Network and IT Operations

• +255620144574/ +255675303142 • gastowodith60@gmail.com • Dar es Salaam Tanzania

Summary

An IT Technician specialized in optimizing IT operations, evidenced by a 50% reduction in security incidents. Contributes to critical infrastructure upgrades increasing 60% boost in network performance. Recognized for exceptional project management, having successfully orchestrated system transitions and implemented cost-saving strategies, enhancing overall departmental efficiency by 20%.

Professional Experience

- **Network Operations:** Monitor and maintain network infrastructure using tools like Zabbix,dude and u200 imanager to ensure uptime, diagnose faults, and resolve incidents.
 - **Computer Maintenance:** Perform routine and emergency hardware and software maintenance on computers and network devices to ensure smooth operation.
 - **Incident Management:** Identify and troubleshoot network and server issues promptly, escalating problems as necessary to senior engineers or third-party vendors.
 - **System Administration:** Manage and support IT systems including Windows, Linux, and cloud-based platforms to ensure continuous operation and optimal performance.
 - **Fiber and Wireless Installation:** Install and configure fiber optic and wireless networks, ensuring reliable connections for clients.
 - **ICT Support:** Provide end-user support for hardware, software, and network-related issues; manage helpdesk tickets and ensure timely resolution.
 - **Collaboration:** Work closely with network engineers, IT staff, and external clients to improve
Operational efficiency and reduce downtime.
 - **Documentation:** Maintain up-to-date documentation for network configurations, incidents, and resolutions.
 - **Security & Compliance:** Implement security protocols and best practices to ensure network and system security. Assist with vulnerability assessments and patch management.
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Working Experience

Networking Operation Center Technician

January 2022 – Present

Net Solutions Limited - Dar es Salaam

Achievements:

- Reduced network downtime by 30% through diligent network troubleshooting and proactive maintenance of fiber and wireless configurations.
- Increased customer satisfaction scores by 25% by efficiently resolving internet issues through the billing system, Winbox, and U2000, leading to quicker problem resolution and enhanced user experience.
- Played a key role in expanding the customer base by providing seamless internet connections to over 200 new customers, ensuring timely and efficient service delivery.
- Supervised and executed over 10 wireless and fiber installation projects, ensuring adherence to company standards and timely completion, which improved the overall network infrastructure.
- Implemented an improved network and power monitoring system that decreased the response time to network issues by 40%, ensuring higher network reliability and uptime.
- Supported and trained junior technicians in network alignment and troubleshooting, which led to a more skilled and efficient team, reducing overall support ticket resolution time by 20%.
- Successfully installed and managed multiple servers, enhancing the company's operational capacity and ensuring smooth and uninterrupted service for internal and external users.
- Streamlined internal processes by conducting software and printer installations and providing comprehensive support for end users on the billing system, improving overall productivity.
- Developed innovative solutions for complex network issues, leading to improved network performance and reduced operational costs by 15%.

ICT Technician

December 2020 – October 2021

Tamoba Security Limited – Dar es Salaam

Achievements:

- Delivered high-quality graphic design projects that enhanced the visual identity of clients, leading to a 20% increase in customer engagement and satisfaction.
- Efficiently installed and updated essential software and applications, reducing system downtime by 25% and improving overall productivity for users.
- Implemented robust antivirus solutions and conducted regular updates, significantly reducing the incidence of malware and security breaches by 30%.
- Designed and developed one dynamic website, improving the online presence of clients and contributing to a 40% increase in their web traffic and online sales.
- Conducted comprehensive computer repairs and maintenance, extending the lifespan of equipment by 15% and ensuring optimal performance for end-users.
- Successfully diagnosed and resolved network issues, resulting in a 20% reduction in network-related downtime and enhanced connectivity for users.
- Created detailed technical documentation for reference and reporting, facilitating better communication and knowledge sharing among team members and stakeholders.

Technical Skills

- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN, VPN, Firewalls, Routing & Switching
- **Operating Systems:** Linux (Ubuntu), Windows Server. [
- **Monitoring Tools:** Zabbix, dude.
- **Virtualization/Cloud:** Oracle VM Virtualbox, Azure
- **Scripting Languages:** Bash, Python.
- **Other Tools:** billing system, winbox and u2000 imanager

Education

Bachelor of Degree in Information Technology (BIT)

October 2017 – July 2020

National Institute of Transport - Dar es Salaam

Languages

Language	Level of Proficiency
English Language	B2
Kiswahili	C1