

Professional Profile

With over five years of experience in IT management, I have developed a strong skill set in troubleshooting, database administration, desktop support, and IT support. I excel in providing remote support and recommending solutions to complex IT issues. My organizational skills allow me to effectively manage IT infrastructure, evaluate new technology solutions, and ensure compliance with regulatory requirements. I am results-driven, with a proven track record of enhancing security and compliance through the implementation of robust IT policies and procedures. My project management skills have been instrumental in improving efficiency and reducing costs in IT operations.

Core Skills

- Troubleshooting
- Communication
- Desktop and Remote support
- Organization and Leadership
- Results-driven
- Critical Thinking
- Database administration
- IT support
- Time and Priority Management
- Presentation
- Problem solving

Career Summary

Jul 2018 - Present

**Unique Air Cargo
IT Manager**

Key Responsibilities

- Develop and implement IT policies and procedures to ensure the security and integrity of the company's data and systems.
- Manage and oversee the company's IT infrastructure, including networks, servers, and hardware.
- Evaluate and recommend new technology solutions to improve efficiency and reduce costs.
- Provide technical support and training to staff on IT systems and software.
- Ensure compliance with regulatory requirements and standards for IT operations.
- Collaborate with other departments to identify and address IT needs and challenges.
- Manage IT projects, including planning, budgeting, and implementation.
- Stay up-to-date with advances in technology and industry best practices.
- Oversee the procurement of IT equipment and services.
- Develop and maintain disaster recovery and business continuity plans.

Key Achievements

- **Enhanced Security and Compliance:** Implemented robust IT policies and procedures, ensuring the security and integrity of data and systems.
- **Improved Efficiency and Cost Reduction:** Evaluated and recommended new technology solutions, leading to improved efficiency and reduced costs in IT operations.
- **Successful Project Management:** Managed IT projects effectively, from planning to implementation, ensuring timely delivery within budget.

Outline

As a Trainee Assistant System Administrator at the Tanzania Revenue Authority (TRA) in Iringa from July to October 2016, responsibilities included ICT support, graphics designing, computer maintenance and repair, networking administration, server maintenance and security, server health checking, and network troubleshooting. Activities involved troubleshooting network issues, maintaining server health, and providing technical support to ensure smooth ICT operations.

Feb 2014 - May 2014**Computer Center, Dar es Salaam
Trainee IT Technician***Outline*

As a Trainee IT Technician at a computer center in Dar es Salaam from February to May 2014, tasks included designing a system for insurance brokers, which involved networking administration, network troubleshooting, system administration, technical support, database management, and adding users/employees into the system domain. Responsibilities also included monitoring and maintaining computer systems to ensure their optimal performance.

Education

- **Bachelor of Science in Computer Science** | Ruaha Catholic University | 2013 - 2016
- **Advanced Certificate of Secondary Education Examination (ACSEE)** | Tosamaganga Secondary School | 2011 - 2013
- **Certificate of Secondary Education Examination (CSEE)** | Star High School | 2007 - 2010

Additional

Languages

English, Swahili

Software

Microsoft office, Outlook, Google Mail, Skype, Microsoft Teams, Microsoft Windows

Hardware

Infrastructure, Desktops, Networking, WAN, LAN, Data centers, Printers

References

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