FRANCIS MANDWA,
P.O BOX 55036,
DAR ES SALAAM.
0714 138315/ 0692 817 399
mandwafrancis@gmail.com

OBJECTIVE:

To utilize my technical skills and experience in Information Technology to provide efficient support and solutions, ensuring smooth operation of IT systems for organizational productivity.

EDUCATION:

- **Higher Diploma in Information Technology** *Institute of Finance Management, Dar es salaam: November, 2014*

Professional Experience:

IT Team Leader at *Lake Cement Company limited, Dar es salaam January, 2024 – up to now*

- To operate and using Unmanned system that used for Weighbridge operation.
- Understand and using Odoo system and operation of RIFD readers.
- Understanding, configuration and installation of NVR.
- Configuration and installation of Nano Station and other network devices.
- CCTV installation, management and operations.
- Biotime Attendance installation, management especially ZKteco and HIK Vision
- Conduct regular system backups and ensure data integrity and security.

IT Technician *Lifua Financial Services Limited, Dar es salaam January, 2020 - December 2023*

- Provide technical support and troubleshooting for hardware, software, and network issues.
- Install, configure, and maintain desktops, laptops, printers, and other IT equipment.
- Administer and support Windows and macOS operating systems.
- Perform system upgrades and ensure software and hardware compatibility.
- Manage user accounts, permissions, and access rights in Active Directory.
- Conduct regular system backups and ensure data integrity and security.
- Respond to IT help desk tickets promptly and resolve issues within SLA guidelines.
- Document IT procedures, configurations, and troubleshooting steps for knowledge sharing.

Technical Support Specialist *Shambani Graduate Enterprises Limited, Morogoro, March 2017- December 2019*

- Provided remote and on-site technical support for end-users across various departments.
- Diagnosed and resolved hardware and software issues related to PCs, laptops, and peripherals.
- Assisted in the setup and maintenance of networking equipment (routers, switches, etc.).
- Collaborated with IT team members to implement IT infrastructure projects.
- Conducted training sessions for employees on IT best practices and software usage.

IT Technician -World Vision Tanzania,Shinyanga, January 2016- January 2017

- Troubleshoots all technology issues.

- Training and provide knowledge of MS office such Excel, PowerPoint to the other stuff's members
- Research current and potential resources and services.
- Provide network access to all staff.
- Make recommendations about the purchase of technology resources
- . Install workstations, provide network accounts and password required
- Advise staff of security breach and/ or change in password or security status.

Skills:

- Proficient in troubleshooting hardware and software issues.
- Strong knowledge of Windows and macOS operating systems.
- Experience with Active Directory, Office 365, and other IT management tools.
- Familiarity with networking concepts and protocols (TCP/IP, DNS, DHCP).
- Ability to prioritize tasks and manage time effectively in a fast-paced environment.
- Excellent communication skills and customer service orientation.

Projects:

- **IT Infrastructure Upgrade**
  - Led a team in upgrading the organization's network infrastructure, improving reliability and performance.
  - Implemented VLAN segmentation to enhance network security and manage network traffic efficiently.
- **Data Backup and Recovery System**
  - Designed and implemented a robust data backup solution, reducing data loss incidents by 85%.

REFEREES

ALLECK JULIUS

HUMAN RESOURCE MANAGER

SHAMBANI GRADUATE ENTERPRISES LIMITED

P.O BOX 4526

MOROGORO

O672 389 551

alleckjulius@shambani.co.tz

STEVE MAGOLINYA

HEAD OF INFORMATION TECHNOLOGY

LIFUA FINANCIAL SERVICES

P.O BOX 345

DAR ES SALAAM

0699 669 955

magolinyasteve@gmail.com

NORBERT SWAI

HEAD OF ICT LAKE CEMENT LTD

P.O BOX 40707

DAR ES SALAAM

0683 490 900

norbertswai@lakecement.co.tz