

# SHABIB ABDALLAH MWARANYIKA

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## PROFESSIONAL SUMMARY

A highly skilled and dedicated Computer professional with a Diploma in Information Systems and Network Technology. Proficient in network management, experienced in designing, implementing, and maintaining network infrastructure and systems. Skilled in troubleshooting, network development, and ensuring network security. Strong understanding of computer science principles, and IT project management. Passionate about optimizing technology solutions, enhancing system performance, and providing exceptional technical support. Committed to staying up-to-date with industry trends to contribute to innovative and effective IT solutions in any organization.

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## WORK HISTORY

**IT Technical, Aug 2021 to May 2022**

**Trixpole and Company - Tanga**

- Develop and maintained a knowledge base of common technical issues and solution to facilitate troubleshooting
- Implemented and maintained security measures such as firewalls, intrusion detection/prevention system, and antivirus software
- Conducted root cause analysis of recurring technical problems and implemented preventive measures to mitigate future occurrences
- Oversaw user account management, permission, and access control to ensure data security and integrity
- Develop software, manage databases, ensure cybersecurity, automate tax filling, and analyze data

**ICT Supporter, July 2022 - current**

**Tanzania Ports Authority TPA- Tanga**

- Diagnosed and resolved hardware problems in computer, printer, and other peripheral devices, including hardware replacements and upgrades
  - Provided first line technical support to end users via phone, email, resolving hardware, Software, and networking issues promptly
  - Troubleshoot software issues including installation, configuration and compatibility problems, and provided guidance on software usage to end users
  - Assisted in the maintenance and upkeep of IT system, including performing routine Software updates, patches, and system backups
  - Solicited feedback from end users to identify areas for improvement IT services and Support process and implemented corrective action as needed
  - Computer help track cargo and manage inventory at ports by keeping digital records of shipments, ensuring accuracy and optimizing storage efficiency
  - Port management relies on software to schedule vessel arrivals allocate berths, and streamline logistics, ensuring smooth coordination and efficient handling maritime activates
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## CONTACT

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**Email:**

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## SKILLS

- IT Governance
  - Network infrastructure
  - Design and implementation
  - Cybersecurity
  - Hardware Troubleshooting
  - Network Troubleshooting
  - Data analysis
  - Advanced Microsoft Office Package
  - Social Media Management
  - IT Project Management
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## EDUCATION

Information System and Network Technology

-Diploma, November 2018 to July 2021

Al Maktoum College of Engineering and Technology - Dar es salaam, Tanzania

CSEE, Science - CSEE January 2014 to October 2017

Dar es salaam Islamic Secondary School - Dar es salaam, Tanzania

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## LANGUAGES

English

Fluent

Swahili

Native

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## HOBBIES AND INTEREST

- Leadership
- Playing games
- Watching football
- Content writer

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## AWARDS, ACCOMPLISHMENTS, AND HONORS

President of Al Maktoum College Engineering and Technology, 2019 to 2021

Member of the board of AMCET 2019 to 2021

Member of TAHLISO 2019

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## REFERENCES

1. Mr. Ally Mohamed Issaka  
ICT Officer  
Tanzania Port Authority (TANGA)  
Phone Number: +255 686 434 872  
Email: [allym4459@gmail.com](mailto:allym4459@gmail.com)
2. Mr. Anafi Amir Mbwana  
C.E.O Trixpole and Company, Tanga  
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3. Madam. Mwanahamis Mniachi  
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