

Jamal O. Simbeye

CONTACT DETAILS

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- Dar es Salaam, Tanzania

CORE SKILLS

- IT Systems Management
- Network Administration
- Cybersecurity & Risk Management
- Technical Support & Troubleshooting
- Project Implementation
- IT Policy & Compliance
- Hardware & Software Deployment
- Data Analysis & Reporting
- Vendor & Stakeholder Management
- Banking & Financial IT Operations

PROFESSIONAL PROFILE

A highly skilled IT and operations professional with over 14 years of experience in IT infrastructure management, cybersecurity, system administration, and financial technology solutions. Adept at designing and implementing secure networks, overseeing system integrations, and managing risk mitigation strategies. Strong expertise in IT policy development, disaster recovery planning, and regulatory compliance. A proven track record of optimizing IT infrastructure, improving loan management systems, and enhancing collections efficiency. Demonstrated ability to manage IT financials, vendor relations, and cross-functional teams while ensuring business continuity. Recognized for driving operational excellence, reducing system vulnerabilities, and streamlining IT processes to enhance overall efficiency and security. A proactive problem-solver with a keen eye for innovation, committed to delivering robust and scalable IT solutions for financial institutions and corporate environments.

CAREER SUMMARY

Jun 2018 - Present

Xtenda Finance Tanzania Limited IT & Operations Supervisor

Key Responsibilities

- IT Systems Management – Oversees the deployment, monitoring, maintenance, and upgrades of IT infrastructure, including servers, PCs, telephones, and software applications.
- Cybersecurity & Compliance – Establishes IT security standards, ensuring data protection, system integrity, and compliance with industry regulations.
- Project Implementation & System Upgrades – Provides expertise during system integrations, upgrades, and maintenance to improve operational efficiency.
- System Development & Integration – Enhances IT systems by integrating new technologies with existing infrastructure to optimize performance and scalability.
- IT Policy & Disaster Recovery – Develops and implements IT policies, security measures, and disaster recovery plans to ensure business continuity.
- Financial & Budget Management – Manages IT department financials, including budgeting, purchasing, and reviewing expenditures to optimize cost efficiency.
- Loan Management System (LMS) Administration – Performs end-of-day/month batch runs, creates new products in LMS, and ensures compliance with business and market needs.
- Client & Arrears Management – Tracks loan repayments, follows up with government offices for due payments, and provides monthly arrears reports for action planning.

Key Achievements

- Enhanced IT Infrastructure & Security – Successfully upgraded and secured IT systems, ensuring seamless operations, improved cybersecurity, and compliance with industry regulations.
- Optimized Loan Management System (LMS) – Implemented system enhancements, including new product integrations, improving efficiency in loan processing and client account management.
- Strengthened Collections & Arrears Management – Developed an effective follow-up strategy for loan repayments, increasing collections efficiency and reducing outstanding arrears.

Aug 2016 - May 2018

**CFAO Motors Tanzania Limited
IT Manager**

Key Responsibilities

- Network Design & Security – Designed and managed Local and Wide Area Networks, ensuring data security, risk assessment, and compliance with IT security policies.
- System Administration & Troubleshooting – Managed user accounts, access rights, server configurations, and IT support to resolve technical issues efficiently.
- Disaster Recovery & Backup Management – Developed and executed disaster recovery plans, ensuring business continuity through system backups and preventive measures.
- Hardware & Software Maintenance – Monitored and maintained IT infrastructure, including diagnostic machines, IP phones, and video conferencing systems for optimal functionality.
- Technical Support & Training – Provided hands-on IT support to employees, troubleshooting system errors, installing authorized software, and maintaining documentation.
- IT Compliance & Security Monitoring – Ensured all office systems adhered to company policies, regularly auditing access controls and reporting security risks.
- New Technology Implementation – Tested and evaluated new technologies, deploying system updates and improving IT infrastructure efficiency.

Key Achievements

- Enhanced Network Security & Efficiency – Successfully implemented network security measures and optimized LAN/WAN infrastructure, reducing system vulnerabilities and improving connectivity across multiple branches.
- Improved IT Support & System Reliability – Streamlined IT support operations by deploying proactive troubleshooting measures and scheduled maintenance, leading to a 30% reduction in downtime and improved user satisfaction.

Jan 2012 - Mar 2015

**French International School Tanzania
Technical Support Specialist**

Outline

As a Technical Support Specialist, I was responsible for installing, maintaining, and troubleshooting LAN/WAN networks, ensuring seamless network security, connectivity, and system performance. I handled server administration, hardware/software deployment, user authentication, and system updates, while also conducting electrical safety checks and evaluating new technologies to enhance IT infrastructure and operational efficiency.

Feb 2010 - Jul 2010

**Barclays Bank Tanzania
Lead Generator**

Outline

As a Lead Generator, I was responsible for identifying potential customers for banking products, assisting with loan applications, and informing clients about loan requirements and processes. I facilitated loan facility presentations, ensured accurate documentation submission, and collaborated with direct sales teams to drive business growth while ensuring compliance with banking regulations.

EDUCATION

- **Bachelor of Science in Hardware and Networking** | Mahatma Gandhi University, Meghalaya, India | 2014 - 2016
- **International Diploma in Information Technology** | Institute of Business and Technology | 2010 - 2011
- **Advanced Certificate in Journalism and Mass Communication** | Times School of Journalism, | 2008 - 2009
- **Certificate of Secondary Education Examination (CSEE)** | Makongo Secondary School | 2004 - 2007

ADDITIONAL

Languages

English, Swahili

Software

Microsoft office, Outlook, Google Mail, Microsoft Windows

References

1. Bornface Nyoni

Managing Director

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2. Joseph Fidelis Peter

Credit Manager

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3. Joseph Mugoo, CPA (T)

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