LUKE MALULU LUKENZA

Dar es salaam, Tanzania

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Profile Summary

A highly motivated and technically skilled IT Support Engineer with a strong foundation in troubleshooting hardware, software, and network issues. Adept at providing efficient technical support, installing and configuring systems, and ensuring seamless IT operations in fast-paced environments. Proven ability to diagnose problems, support users, and maintain system reliability. Committed to delivering excellent customer service and continuously improving IT processes.

Personal Details

- Nationality: Tanzanian
- Gender   : Male

Education

- **Institute of Finance and Management-dar es salaam campus**
  Bachelor of Science in Information and Technology (Bsc IT).   2021-2023

- **Waja Boys Secondary**   2019-2021
  Advanced level

- **Mwanza Secondary school**   2015-2018
  Ordinary Level

Experience

- **HABARI NODE PLC MWANZA**   JULY 2022 - NOV 2022
  ICT OFFICER
  Responsibilities:
    - Managed the installation, configuration, and maintenance of computer systems and networks to ensure smooth and reliable operations.
    - Provided technical support to staff and clients, resolving hardware, software, and network issues promptly.
    - Monitored system performance and implemented necessary upgrades to ensure optimal functionality and security.
    - Conducted regular system backups and data recovery procedures to protect organizational information.
    - Assisted in the design and implementation of ICT policies and guidelines to improve overall operational efficiency.
    - Managed network infrastructure, including firewalls, routers, and switches, to maintain seamless communication within the organization.

Trained employees on new systems, software, and best IT practices to enhance productivity and minimize downtime.

PAONES COMPANY LIMITED   **2024 - Currently**
IT SUPPORT ENGINEER
Responsibilities:

- Troubleshoot and resolve problems related to operating systems, applications, and network connectivity.

- Install and configure computer hardware, software, networks, printers, and other IT equipment.

- Monitor system performance and ensure IT infrastructure runs smoothly.

- Perform regular maintenance and updates on network hardware and software.

- Install, configure, and maintain physical and virtual servers (e.g., Windows Server, Linux).

- Manage file servers, web servers, application servers, and database servers.

- Diagnose and resolve hardware, software, and system-related issues.

- Design and plan computer networks (LAN, WAN, WLAN, and VPN) to meet the organization's needs.

Skills

- Network Administration: Proficient in managing, configuring, and maintaining LAN, WAN, and VPN networks.
- Database Management: Skilled in designing, implementing, and managing databases using SQL, MySQL, and Oracle.
- Programming Languages: Proficient in languages such as Python, HTML, CSS, and JavaScript.
- Cybersecurity: Knowledgeable in implementing security protocols to protect systems and networks from threats.
- System Administration: Expertise in installing and configuring operating systems like Windows, Linux, and macOS.
- Cloud Computing: Skilled in working with cloud platforms like AWS, Microsoft Azure, and Google
- Troubleshooting and Technical Support: Ability to identify and resolve hardware, software, and network issues efficiently.
- IT Project Management: Experience in planning, executing, and managing IT projects, ensuring timely delivery and stakeholder satisfaction.

Referees

- **LUDOVICK LYMO LUDOVICK - HABARI NODE PLC**
  ICT OFFICER
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  DICKSON NATHAN – PAONES COMPANY LTD
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