CURRICULUM VITAE.

**PERSONAL DETAILS**

First Name : Perus

Middle Name : John

Last Name : Masatu

Date of Birth : 13/05/ 1999

Gender : Female

Nationality : Tanzanian

Place of birth : Kilimanjaro

Marital status : Single.

**PROFILE:**

As an experienced IT Technician with hands-on expertise in troubleshooting hardware, software, and network issues, I bring a strong foundation in IT support gained through practical experience and internships. With a Diploma in Information Technology and a Bachelor's degree in Information Technology and Systems, I am well-versed in providing technical assistance, performing system maintenance, and ensuring smooth operation of IT infrastructures. I am dedicated to resolving technical issues efficiently and maintaining IT systems for optimal performance

**EDUCATION BACKGROUND:**

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| --- | --- | --- |
| NAME OF THE INSTITUTE | DURATION | AWARDS |
| Mzumbe University | 2021-2024 | Bachelor of Science in information Technology and Systems |
| Mzumbe University |  2019 – 2021 | Diploma in Information and Technology |
| Mzumbe University | 2018 -2019 | Certificate of Certificate level in Information and Technology |
| Hai Secondary School |  2012-2015 | Certificate of Secondary Education. |
| Kambi ya rahaPrimary School | 2005-2011 | Certificate of Primary Education. |

**CONTACTS:**

|  |  |
| --- | --- |
| Phone number  | 0622344987 |
| Email  | perusmasatu20@gmail.com |

**OTHER SKILLS:**

**Technical Support**: Troubleshooting hardware, software, and network issues Operating Systems: Windows, macOS, Linux Network Configuration: LAN, Wireless Networks, VPNs, TCP/IP, DNS, DHCPComputer Maintenance and System

**Computer Literacy.**

**Communication Skills.**

**Setup Helpdesk Support**: Ticketing systems, logging and escalating issuesSystem and Data Backup Management

**WORKING EXPIRIENCES**

**Internships: IT Support Intern**

**Halmashauri ya Wilaya ya Hai, Kilimanjaro | 2020 – 2023**

* Provided technical support to employees, diagnosing and troubleshooting hardware and software issues.
* Assisted with operating system installations, configurations, and updates across different devices.
* Helped maintain local area networks (LAN) and resolved network connectivity issues.
* Performed system backups, routine maintenance checks, and assisted in data recovery operations.
* Supported users with basic IT literacy and system use.

**LANGUAGES**

Excellent at both English and Swahili (Speaking, Writing, Reading and Listening)

**HOBBIES AND INTERESTS**

Reading Books, Watching Tv (News and Documentaries) and Networking to different group of people especially who have potential in the area of my career.

**PERSONAL ATTRIBUTES**

Hard working, committed, self-motivated, team working, social networking and easily adaptive, ability to work under pressure, confident and result oriented.

**REFEREES:**

1. Name: ARDNOLD MALISA

 Occupation: IT Officer

 Institution: halmashauri ya wilaya ya hai

 Contact: 0626828309

2. Name: LUNODZO MWINUKA

 Occupation: Lecturer

 Institution: MZUMBE

 Contact: 0765268371