



RONALD CHIKOMO

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SUMMARY

Experienced IT Specialist with a proven track record in network and infrastructure management, hardware and software support, and user training. Demonstrated expertise in data management and security, system administration, and digital transformation initiatives at Christian Social Services Commission (CSSC) in Dar es Salaam. Former IT Support Engineer at Vodacom Tanzania, skilled in network configuration, Cisco AnyConnect troubleshooting, and technical support for company applications. Proficient in SQL database management, back-end development, front-end development, Javascript, C/C++ programming language, HTML5 and CSS3. Adept at IT office network installation and configuration with a strong focus on compliance and policy enforcement. Career goals include driving innovation through digital transformation while enhancing IT service management capabilities.

EXPERIENCE

IT SPECIALIST, 02/2023 - Current

Christian Social Services Commission (CSSC), Dar es Salaam, Tanzania

- Network and Infrastructure Management.
- Hardware and software support.
- User Support and Training.
- Data Management and Security.
- System Administration.
- Website and social media support.
- IT Procurement and Inventory.
- Project Support.
- Compliance and policy enforcement.
- Innovation and Digital Transformation.

IT SUPPORT ENGINEER, 10/2019 - 09/2021

Vodacom Tanzania, Dar es Salaam, Tanzania

- Adding a new PC to a domain.
- Network configuration and troubleshooting.
- Cisco AnyConnect configuration and troubleshooting.
- Computer maintenance and preventive maintenance.
- Printer troubleshooting.
- Backed up servers regularly to reduce data loss.
- Installed new hardware and software to meet system specifications and user needs.
- Provided technical support on company applications and IT solutions through phone, live chat and email.

- Set up new workstations for users with proper cables, equipment and software.
- Diagnosed and resolved complex network problems.
- Updated and maintained IT documentation, including user manuals and technical guides, for easy reference.
- Managed installation, configuration, and maintenance of computer hardware, software, and networks in a corporate environment.

IT TECHNICIAN, 06/2018 - 09/2018

Master One LTD, Dar es Salaam, Tanzania

- Recorded travel requests, staff allowances, additional related tasks and managed multi-faceted administrative responsibilities.
- Data entry.
- I work closely with the sales department in recording expenditures using a tall database. In this role, I managed to participate in checking the authenticity of the receipts before inputting the information into the designed database.
- Troubleshooting servers, laptops, and desktops.
- MS Office and Windows 10 installations.

SKILLS

- | | |
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| • SQL database management | • MS Office 365 |
| • Back-end development | • IT service management |
| • Front-end development | • Operating systems knowledge |
| • Javascript | • Data backup & recovery |
| • C/C++ programming language | • IT consultation |
| • Coding | • Network configuration |
| • HTML5 and css3 prof | • LINUX |
| • Software troubleshooting | • DNS |
| • IT office network installation and configuration | • Networking |
| • Desktop support | |

EDUCATION




Unique Academy, Dar es salaam, Tanzania, 2019

Higher National Diploma: Information and Communication Technology

Green Acres Secondary School, Dar es salaam, Tanzania, 2015

GCSEs: SCIENCE

LANGUAGES

English:	C1	Swahili:	C2
			
Advanced		Proficient	
Spanish:	A2		
			
Elementary			

HOBBIES AND INTERESTS

- Reading
- Football (Playing and Watching)
- Video Gaming
- Learning new things (New Technologies)