# FORTUNATUS BISEKO

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## PERSONAL PARTICULARS:

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|---|---|
| Date of Birth | 1st January, 1987 |
| Place of Birth | Mwanza |
| Nationality | Tanzanian |
| Gender | Male |
| Marital Status | Married |
| Residence | Dar Es Salaam |

## EDUCATION BACKGROUND:

2012-2017 : **Bachelor of Information Systems and Network Engineering**
St. Joseph University in Tanzania

2010-2012 : **Advance Certificate Secondary Education (ACSE)**
Majengo Secondary School

2005-2008 : **Certificate of Secondary Education (CSE)**
Nyegezi Seminary Secondary School

## WORK EXPERIENCE

Sept, 2017 to date **Innovative Technologies Group**
**Position: IT Engineer**
**Duties and responsibilities:**
- Selling various hardware and software products and services to clients
- Demonstrating various software and hardware products to clients
- Installing, configuring and troubleshooting various software
- Testing newly installed software to ensure that it works properly
- Providing end-user training to customers and how to use software
- Conducting computer hardware troubleshooting and maintenances
- Installing computer hardware, CCTV, PBX and conference systems
- Network design, configuration, implementation and troubleshooting
- Website design, content development, maintenance and troubleshooting
- Databases design, development, administration and troubleshooting
- Responsible for managing all Service Level Agreements with clients
- Supervising and monitoring work done by Technicians at job site
- Managing client projects and ensuring projects are delivered on time

July-Oct, 2016 **Tanzania Broadcasting Corporation (TBC)**
**Position: IT Support Technician (Field Attachment)**
**Duties and responsibilities:**
- Managing the ICT Help Desk and fielding incoming help requests
- Escalating ICT and related problems to experienced technicians
- Installing and configuring various computer hardware and software
- Performing maintenance and repair of computers & peripherals
- Conducting diagnostic tests on faulty computers and peripherals
- Performing network administration and related tasks
- Monitoring the network to ensure it is secure and runs smoothly
- Ensuring stable connectivity through ought LANs and WANs
- Offering ad-hoc IT support and end-user training to TBC staff
- Performing regular file backups and data recovery when needed

| July-Sep, 2015 | **InfoTech Tanzania Limited** |
| | **Position: Computer Technician (Field Attachment)** |

**Duties and responsibilities:**

- Installing and troubleshooting Local Area Networks (LANs)
- Installing and configuring various software and hardware
- Performing computer hardware maintenance and repair
- Performing maintenance and repair of printers
- Maintaining and managing workstations, servers, printers and scanners
- Providing technical support to end-users and customers
- Updating various  software and drivers for computers and printers
- Performing other tasks as assigned by my Supervisors

| July-Sep, 2014 | **Zantel Tanzania Limited** |
| | **Position: Computer Technician (Field Attachment)** |

**Duties and responsibilities:**

- Installing and configuring various operating and application software
- Performing routine maintenance of computer hardware and peripherals
- Ensuring that WAN and LAN internet connectivity is always available
- Maintaining network security and installing anti-virus software
- Maintaining the company's website, subpages and log-in profiles
- Conducting system backing up at the end of each workday

## COMPUTER SKILLS:

- Software Engineering, Testing
- Website Design and Maintenance
- Graphics Design, Multimedia and Digital Artwork
- Network Management and Security
- Programming Languages (C#,PHP, PYTHON, HTML, CSS and JAVASCRIPT)
- Programming Frameworks (LARAVEL, DJANGO, VUEJS, LIVEWIRE and TAILWIND CSS)
- Operating systems: Linux, macOS X, Windows 2000, 2003 Server, XP, VISTA, 7, 8 and 10
- Database Management Systems: SQL SERVER, MySQL, Maria DB and MS access)

## TRANSFERABLE SKILLS AND ABILITIES:

- Excellent teamwork, communication and interpersonal skills
- A flair for application of ICT tools in communication, presentation and analysis
- Ability to work under pressure, in a busy environment with minimum supervision
- Excellent knowledge of the latest developments in the ICT industry in the world
- Through understanding of business and corporate practices

## REFEREES:

**Sostenes Mkoka**
**Team Leader - IT Department**
Tanzania Broadcasting Corporation (TBC)
Mobile: 0754 834 925 or 0712 734 512

**Stephano Kilaka Almas**
**Assistant Lecturer**
Ardhi University
Mobile: 0758 246 655

**Jonathan Karuguru**
**Consultant & Chairman**
Tanzania Volunteering Center (TVC)
Mobile: 0684 751 328