

GOODLUCK KAM'BWEMBA, PhD.

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Central Africa**

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ADMINISTRATOR/COMPUTER SCIENTIST

Motivated team player with a proven record of accomplishment in meeting deadlines. Ability to problem-solve under challenging circumstances, Exceptional verbal and written communication skills for a variety of audiences. Eager to learn from superiors and colleagues, while paying close attention to details. History of building lasting relationships with supervisors, collaborators and co-workers. Excellent interpersonal and organizational skills. Worked for over fourteen (14) years in the IT industry.

PROFESSIONAL EXPERIENCE

10/2023 to date: Position - Human Resource Management Officer

Department of Human Resource Management and Development, Lilongwe -Malawi

Responsibilities:

- Administration/interpretation of Malawi Public Service Regulations, Malawi Service Commission Regulations and the Public Service Act.
- Processing requests for appointments, confirmation and substantive promotions.
- Initial processing/examination of disciplinary cases
- Participating in the preparation of estimates on personal emoluments
- Supervise and coordinate staff subordinate to them.

04/22 to 09/2023: Position - ICT Officer

Organization: Department of E-government, Lilongwe – Malawi

Responsibilities:

- Write, test and document programs according to specified standards
- Develop and implement an Information Technology strategy that is aligned with Malawi Government
- Manage IT Staff by training and coaching employees.
- Negotiate and manage maintenance contracts for ICT services
- Manage financial aspects of IT department, these are; purchasing, budgeting and budget review.
- Manage ICT-based software and hardware assets
- Engage and advise Senior Management on ICT issues
- Managing Office of official website and social pages

06/2014 to 04/2022: Position - Computer Programmer

Organization: Department of E-Government, Lilongwe – Malawi

Responsibilities:

- Write, test and document programs according to specified standards
- Customize and maintain existing programs
- Perform regular backings

01/2008 to 12/2010: Position - Billing Clerk

Organization: Central Region Water Board

Responsibilities:

- Capturing data using Promun 1 and 2 Billing systems
- Data verification plus cleaning with meter readers and Zone Supervisors
- Administering water Billing for Ntcheu, Dedza, Dedza Sec. School and Bembeke Zones
- Data backup and management
- Ensuring that all computers are well connected to Virtual Private Network (VPN)
- Attending to customers' queries
- Perform routine maintenance of the entire IT. infrastructure, hardware and software, including servers, desktop and laptop computers, network switches, firewalls, internet connectivity, PABX, cabling/network points
- Configuring and setup firewalls, Virtual Private Network concentrators and security appliances for access to vital CRWB business applications.
- Perform routine server monitoring and performance benchmarking
- Provide support for wireless and mobile devices including smartphones, tablets and laptop computers
- Providing IT technical support to office staff and visiting Expatriate

August 2006: Position - Research Assistant

Organization: University of Pennsylvania & University of Malawi

Responsibilities:

- Walking / Biking in order to meet respondents
- Conducting oral interviews with selected respondents
- Capturing data during interviews
- Probing
- Ensuring that all questionnaires are kept clean
- Ensuring that all data collected are confidentially maintained

Key Achievements and Accomplishments

- Successfully performed routine maintenance of the entire IT. infrastructure, hardware and software, including servers, desktop and laptop computers, network switches, firewalls, internet connectivity, PABX, cabling/network points
- Successfully completed the rollout of government e-mail systems from Lotus Domino enterprise to Microsoft Outlook/Exchange Server enterprise.
- Successful implementation of the Fast Ethernet solution WAN service allowing CoS/QoS for non-real-time applications and providing for link Availability of up to 99.5%.
- Response and resolution of 80% of all user support calls assigned through the provision of quick and immediate ICT help desk support for the country
- Provided staff training and Refresher courses on all ICT policies and procedures to officers leading to them complying with the corporate policies and procedures of the organization in that way enhancing their performance and thus building local capacity.

EDUCATION

1. Ph.D. in Business Management, University of Zambia, Lusaka - Jan 2021 to date
2. Master in Communications Management, University of Rwanda, Kigali – 2019
3. Bachelor Degree of Arts in Public Administration, Pentecostal Life University - 2022
4. Bachelor Degree (Hons) in Business Information Technology, University of Greenwich – 2018
5. Advanced Diploma in Computing, National College of Information Technology, Lilongwe – 2016
6. International Diploma in Computer Studies, National College of Information Technology – 2011
7. Technician Diploma in Information Technology, City and Guilds of London – 2005
8. Malawi School Certificate of Education, Mulunguzi Secondary School - 2005

Short courses attended:

- Certificate of attendance in Introduction to Computing and Programming, 1999 - Malawi
- Certificate of attendance in A+: New Horizons Learning Center, 2008 - Malawi
- Certificate of attendance in N+: New Horizons Learning Center, 2008 – Malawi
- Certificate in a specialized training program in Information and Network Security: Center for Development of Advanced Computing , 2018– Mohali, India
- Certificate of attendance in Microsoft Access – National College of Information Technology, 2005 – Malawi
- Certificate of attendance in Fiber technician, 2018 - Malawi
- Research Assistant – University of Pennsylvania & College of Medicine, 2006
- Certificate of attendance in Digital Skills Training, Malawi School of Government, 2023

Applications:

IBM Lotus Domino Enterprise, Norton Ghost, Microsoft Project, Microsoft Visio, pc Anywhere, Macromedia Dreamweaver, Microsoft FrontPage, Microsoft Office

Operating Systems: Windows and Linux

Familiar with programming languages such as Microsoft Visual Basic, C++, Java, Ruby and PHP, HTML, JavaScript, VB Script, PHP, Joomla, WordPress and Python

IT Skills

Windows & Office tools	Advanced
System administration and Management	Advanced
Operating systems, Networking & Hardware	Advanced
Server Administration and Management	Advanced
User support	Advanced

Languages

English	Fluent
Chichewa	Fluent

REFEREES

Deputy Director Human Resource
Management officer
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The Registrar
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