

CURRICULLUM VITAE

FULL NAME:

ISAIAH MENYERE

PERSONAL INFORMATION

Date of Birth	:	26 th July 1996
Sex	:	Male
Nationality	:	Malawian
Marital Status	:	Single
District of Origin	:	Neno
Language	:	English, Chichewa
Religion	:	Christian (Seventh Day Adventist)
Home Address	:	C/O Macra P/Bag 261 Blantyre.
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PERSONAL PROFILE

ISAIAH MENYERE is a bright, talented and ambitious ICT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

SKILLS AND COMPETENCIES

- Trustworthy, Integrity, Hardworking and result oriented
- Self-motivated, Self-starter and team player
- Adaptable and innovative
- Professional, Ambitious, accountable and approachable
- Ability to follow instructions through a standard work process
- Ability to plan, organize and multi-tasks to meet deadlines within a flexible, fastpaced environment with competing demands
- Excellent interpersonal and communication skills – both oral and written

- Ability to anticipate and understand client needs
- Entrepreneurship, supervisory skills and team building skill
- Attention to detail and a flexible approach to work
- Ability to check work for accuracy before completion of tasks
- Strong Analytical skills, numerical and problem solving using a methodical and organized approach
- Ability to work under pressure and minimum supervision
- Ability to establish effective working relations in a multicultural team environment and maturity of judgment
- Ability to develop innovative solutions encourages and contributes creative solutions to address challenging situations
- Competent in the use of computer operations; Word Processing, Spreadsheet, Power Point Publisher and also knowledgeable in Internet surfing, downloading/Email ▪ Knowledge in Chess/Board games ▪ Fluent in English and Chichewa.

WORK EXPERIENCE

1. Access Communications Limited as Operations And Maintenances Engineer (OMC), Internet Service Provider (ISP), Transmission Engineer, ICT support technician
➤ July 2016-November 2020.

KNOWLEDGE, DUTIES AND EXPERIENCE

1. *Programming of CDMA phones, 3G and 4G dongles.*
2. *Configuration of routers and other devices*
3. *Daily maintenance of ZTE ZXSDR BS8900 C100, Huawei transmission T2000.*
4. *Vital network devices monitoring by PRTG server, T2000, M2000.*
5. *Monitoring equipment room and ensure everything is working smoothly*
6. *Install, upgrade, support and troubleshoot Web Server related problems.*
7. *Interact with numerous computer platforms in a multi-layered client server environment.*
8. *Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems.*
9. *Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.*
10. *Troubleshooting network connectivity in a LAN/WAN environment.*
11. *Requesting and coordinating vendor support.*
12. *Escalation to IT Administrator or later to the Core Network Manager for proper action.*
13. *Develop trends by monitoring and analyzing internet usage.*
14. *Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment.*

15. *Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment.*
16. *Performs remedial repairs on computers, laptops, printers and any other authorized peripheral equipment.*
17. *Customize desktop hardware to meet user specifications and site standards.*
18. *Performs work in compliance within specified warranty requirements.*
19. *Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels.*
20. *Safely package equipment for branches and arrange for the transport of the equipment to ACL HQ.*
21. *Dealing with hardware and application support queries and issues reported to the OMC and escalate to relevant Managers.*
22. *Provide user data and application recovery.*
23. *Email account administration, i.e., account creation and management and distribution lists. User account administration, i.e., account creation and management and password resets on Active Directory.*
24. *Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.*
25. *Use tools and methodologies to load, copy and customize operating system configurations for deployment.*
26. *Responsible for the daily switching of backup tapes at the different backup sites.*
27. *Provides backup support and assistance to the Network Administrator as needed.*
28. *Responsible for tracking hardware and software inventory.*
29. *Familiarize end users on basic software, hardware and peripheral device operation.*
30. *Works with other IT team members regarding new branch builds and upgrades.*
31. *Dealing with queries by following departmental procedures for fault resolution.*
32. *Arranges for and/or prepares equipment for shipping/receiving.*
33. *Maintains I.T. records and tracking for area of responsibility.*
34. *Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures.*

PROFESSIONAL QUALIFICATIONS

- Bachelor's Degree in Business Information Systems (ICT) – MALAWI ASSEMBLIES OF GOD UNIVERSITY

OTHER QUALIFICATION

- Malawi School Certificate of Education (MSCE) at Malawi Army Secondary School graduated (2014) **with 23 POINTS**
- Junior Certificate of Education (JCE) at Malawi Army Secondary School (2012)
- Driving licence **Code C1**

MSCE QUALIFICATION

Malawi School Certificate of Education (MSCE) at Malawi Army Secondary School (2014)

With 23 POINTS

- English **4**
- Mathematics **4**
- Geography **3**
- Chichewa **6**
- Biology **2**
- Physical Science **4**
- Social Studies **3**
- Agriculture **4**

JCE QUALIFICATION

Junior Certificate of Education (JCE) at Malawi Army Secondary School (2012)

With overall Grade B

- English **A**
- Mathematics **B**
- Geography **B**
- Chichewa **C**
- Biology **B**
- Physical Science **B**
- Social Studies **B**
- Agriculture **B**
- French **B**
- History **C**

HOBBIES AND INTERESTS

- Watching documentaries
- Traveling
- Football
- Swimming

INSPIRATIONAL QUOTE

- Perseverance is the key to success. Play your part and God will raise you ~ john schimechel

TRACEABLE REFEREES

- **Major James Retired** C/O Macra P/Bag 261
Blantyre
Tel: 0995879918

- **Mr. Kampangire**
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- **The registrar**
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