



# AMINA ATWABI

INFORMATION TECHNOLOGY TECHNICIAN 📍 1576 CHINOTIMBA T/SHIP, VICTORIA FALLS, +263, ZIMBABWE ☎ +263714434082

## ◦ DETAILS ◦

1576 Chinotimba T/Ship, Victoria Falls, +263, Zimbabwe  
+263714434082  
[aatwabi@gmail.com](mailto:aatwabi@gmail.com)

Date / Place of birth  
24/12/1985  
Hwange

Nationality  
Zimbabwean

Driving license  
312615D

## ◦ SKILLS ◦

Critical thinking and problem solving

Leadership and Teamwork

Fast Learner

Self-motivation

Creativity

Conflict Resolution

Adobe Photoshop

Effective Time Management

Microsoft Office Word

Time Management

Ability to Work Under Pressure

Adaptability

Communication Skills

Leadership

Microsoft PowerPoint

Microsoft Excel

## 👤 PROFILE

- Adept at Providing Computer Support
- Skilled in Systems Troubleshooting, Installations, and Maintenance
- Possess In-Depth Knowledge of Numerous Software Packages and Operating Systems
- Top Customer-Service and Help Desk Skills

## 🏢 EMPLOYMENT HISTORY

### INFORMATION TECHNOLOGY TECHNICIAN at Victoria Falls Municipality, Victoria Falls

February 2020 — October 2020

- Installing and configuring hardware and software components to ensure usability.
- Troubleshooting hardware and software issues.
- Ensuring electrical safety standards are met.
- Repairing or replacing damaged hardware.
- Upgrading the entire system to enable compatible software on all computers.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations on new software and hardware.
- Providing support to users and being the first point of contact for error reporting.
- Establishing good relationships with all departments and colleagues.
- Conducting daily backup operations.
- Managing technical documentation. Running and maintaining company software and systems like ePromun

### REGISTRY CLERK at Victoria Falls Municipality, Victoria Falls

August 2017 — January 2020

- Attending to internal and external developers
- 📄 Updating developers register, 📄 Codes, files and retrieves plans
- 📄 Managing development plan database, files and records
- 📄 Securing and storing of plans; approved, unapproved, evaluated and layout plans and surveyed copies.
- 📄 Receives daily inspection reports, 📄 Provides information for use by Building Inspectorate, Geographic Information Systems Officer and Town Planning
- 📄 Provide lands size information to Finance Department for billing purposes
- 📄 Facilitating in plan approval. Creating and maintaining General Plan databases
- 📄 Respond to requests for information and access relevant files. 📄 Print information when required and Compiling with data integrity and security policies of the Engineering Department and company as a whole

### DATA ENTRY CLERK at Global Fund, Victoria Falls

April 2014 — December 2014

Communication

Microsoft Office

Customer Service

## ◦ LANGUAGES ◦

English

Ndebele, North; North  
Ndebele

Shona

Chichewa; Chewa; Nyanja

Tonga

Zulu

## ◦ HOBBIES ◦

Playing Netball Reading and writing  
books and articles Drawing,  
sketching and painting Cooking and  
baking Travelling Organising events  
in the community Being involved  
with charities Participating in  
fundraising events, Participating in  
campaigns Joining social,  
environmental or animal rights  
groups

- Entering data into a health information system (Electronic Patient Monitoring System— EPMS).
- ☑ Maintaining electronic records and logs, Transferring data from paper formats / source documents (OI/ART Booklet) into computer files or database systems.
- ☑ Creating spreadsheets with reports on the number of patients treated per month and ☑ Verifying data by comparing it to source documents and checking completed work for accuracy
- ☑ Update existing database, doing weekly and end of month statistics
- ☑ Retrieve data from the database or electronic files as requested, performing regular backups to ensure data preservation
- ☑ Performing monthly statistics and generating reports and backups that are then sent to the Ministry of Health.
- ☑ Maintain logbooks or records of activities and tasks, responding to requests for information and access relevant files and printing information when required
- ☑ Complying with data integrity and security policies; Maintaining own office equipment and stationery supplies
- ☑ Performing end of month stock taking of Antiviral Drugs and making a follow up of patients who have missed their appointments

### IT TECHNICIAN at THE WILDHORIZONS, Victoria Falls

January 2011 — December 2012

- Computer maintenance and repairs
- ☑ Hardware support
- ☑ Network configurations
- ☑ Maintenance of printers and photocopiers
- ☑ Installation of software
- ☑ Monthly computer services
- ☑ Installing and using Pastel Accounting
- ☑ Database and mail server backups and maintenance
- ☑ Running the fiscal machine (ZIMRA)

### IT TECHNICIAN at ALCOM, Victoria Falls

January 2009 — December 2010

- LAN/WAN wired and wireless network installation and support
- ☑ Repairing computers, laptops, monitors, printer and faxing machines
- ☑ Installing computer operating systems (Software installation and support)
- ☑ Running system backups and data recovery
- ☑ Virus clean up
- ☑ Monthly computer services
- ☑ Fixing email problems
- ☑ Computer upgrades
- ☑ Hardware support
- ☑ Marketing on broadband / dial up internet connections and support

### TEMPORARY TEACHER at MINISTRY OF EDUCATION SPORT AND CULTURE, Hwange

May 2005 — December 2005

- Preparing daily and longer term lesson plans in accordance with curriculum guidelines
- Instructing children individually and in groups, using various teaching methods and materials (eg computers, books, games), adapting to children's varying needs
- Maintaining discipline and good working habits in the classroom

- Planning and conducting activities with the children such as sporting activities, concerts and excursions
- Assigning and grading class work and homework
- Preparing, administering, and grading tests and assignments to evaluate children's progress
- Observing and evaluating children's performance and behaviour
- Supervising children during classes and at other times in the school day, including the playground during breaks
- Participating in staff meetings and other sessions, and conferring with other teachers concerning educational issues
- Preparing for and attending parent meetings to discuss children's progress and problems

## EDUCATION

### **HIGHER NATIONAL DIPLOMA IN INFORMATION TECHNOLOG, Bulawayo Polytechnic College, Bulawayo**

November 2016 — December 2017

### **NATIONAL DIPLOMA IN INFORMATION TECHNOLOGY, Bulawayo Polytechnic College, Bulawayo**

January 2014 — December 2016

### **NATIONAL CERTIFICATE IN INFORMATION TECHNOLOGY, Bulawayo Polytechnic College, Bulawayo**

January 2013 — December 2013

### **NATIONAL CERTIFICATE IN COMPUTER ENGINEERING, Bulawayo Polytechnic College, Bulawayo**

January 2006 — December 2006

## INTERSHIPS

### **IT INTERN at Zimbabwe Power Company, Hwange**

January 2007 — December 2007

- Installation of Gentoo Linux
- ☑ Running the control room systems
- ☑ P.C maintenance, machine servicing
- ☑ Running system backup on servers (AS400)
- ☑ Installing and running Windows XP, 2000, 98 and Vista
- ☑ Running the database
- ☑ Network configurations
- Support the IT team in maintaining hardware, software, and other systems
- Assist with troubleshooting issues and provide technical support
- Organize and maintain IT resources
- Lend IT support in areas such as cybersecurity, programming, analytics, and data center management

### **INTERNSHIP at Victoria Falls Municipality, Victoria Falls**

January 2014 — April 2014

- Ensure the smooth running of all ICT applications and relevant databases, including post-implementation evaluation
- ☑ Provide 'end user support' service in a structured way
- ☑ Manage service providers and assist in the relevant tendering process
- ☑ Ensure the implementation of adequate security measures for ICT applications and data, including business continuity planning
- ☑ Implement mechanisms to allow authorized users to access systems and detect and prevent malicious access and abuse of systems

- ☑ Ensure that data transmission, processing and storage comply with business rules
- ☑ Installation of Operating systems, Application software
- ☑ Installation of antivirus and updating it
- ☑ Email configurations, maintaining security and safety on the machines and setting up
- Wi-Fi settings on user machines
- ☑ Capture end of month water meter readings
- ☑ Computer Servicing
- ☑ Networking: Installing and configuring Network Interface Cards (NIC)
- ☑ Hardware maintenance and support



## EXTRA-CURRICULAR ACTIVITIES

### Manager at Self Employed, Victoria Falls

January 2020 — October 2020

- Run a clothing and Baby wear shop



## REFERENCES

**MRS MUBAYIWA (HEAD OF DIVISION)** from BULAWAYO POLYTECHNIC COLLEGE

Tel: +263 9 233181/ 230788

**MR M MLOTSHWA (SYSTEMS ADMINISTRATOR)** from VICTORIA FALLS MUNICIPALITY

mmlotshwa@vfm.co.zw · +263 773885331

**MISS S SIBANDA (TOWN ENGINEER)** from VICTORIA FALLS MUNICIPALITY

shsibanda@vfm.co.zw · Tel: +263772411458