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moongachiku@gmail.com ✉
Desmond Moonga 🔗

Desmond Chikumba Moonga

Professional Summary

Innovative IT Support Specialist with experience in selecting and setting up diverse technical equipment. Strong written and oral communication skills resulting in knowledgeable, satisfied customers. Excellent instructional and problem-solving skills reduce concerns related to new technology.

Skills

Hard Skills

- Expert in MS Office packages (Word, PowerPoint, Access, Excel)
- Data entry, Analysis, Interpretation and Presentation with IBM SPSS Statistics and Microsoft Excel.
- Web Development (PHP, HTML5, CSS3, JavaScript, Bootstrap)
- Networking (administration, troubleshooting, installation and maintenance of equipment)
- Microsoft windows Server administration and management.
- Database development, implementation and administration/management. (MS Access, SQL Server, Oracle 11g, MySQL, MongoDB)
- IT project management.
- Computer Graphics design with Adobe Master Collection (image, audio and video editing)
- Computer Operating Systems (Windows, Linux and MacOS)

- Computer Hardware and Software Support (installation, troubleshooting, upgrade and maintenance)

Soft Skills

- Innovative and self-driven
- Able to work under pressure to meet deadlines
- Friendly
- High level of Integrity
- Fast learner and open to learning new things
- Very reliable and dedicated to achieving top-class results
- Can work outside working hours
- Can work with no supervision
- Successful at multi-tasking and meeting tight deadlines
- Team player who enjoys working with others.

Experience

JULY, 2020 - CURRENT

IT Specialist/Consultant / Ahava Consulting Limited

- Created help desk tickets, troubleshot and resolved desktop issues.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Answered questions and provided information to customers about new software or hardware.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Responded to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Offered new customers training to reduce frustration and improve customer satisfaction.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Coordinated with telecommunications providers to discern and address third-party outages and related impacts.
- Collaborated with HR department to design standardized onboarding processes and training assets.

- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Used ticketing systems to manage and process support actions and requests.
- Provided tier 1 IT support to non-technical internal users through desk side support services.
- Translated complex technical issues into digestible language for non-technical users.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Provided replacement files to customers missing data, media files, and software components.
- Integrated salesforce CRM and other customer relationship management software into support operations.
- Evaluated and responded to incoming sales leads and requests for technical support assistance.
- Developed and maintained company websites.
- Designed marketing collateral and coordinated marketing campaigns for the company on all platforms.

JULY, 2017 – SEPTEMBER, 2017

Data Entry / The Catholic Diocese of Ndola, Ndola.

- Compiled data and reviewed information for accuracy prior to input.
- Completed data entry tasks with accuracy and efficiency.
- Managed workflow scheduling, data entry and accuracy verification for large data projects.
- Identified data entry errors and reported to necessary departments.
- Corrected data entry errors to prevent later issues such as duplication or data degradation.
- Organized, sorted and checked input data against original documents.
- Reviewed completed work for compliance with regulations.

JANUARY, 2014 – JUNE, 2014

Manager / JEWSoft Internet Café, Ndola.

- Accomplished multiple tasks within established timeframes.
- Onboarded new employees with training and new hire documentation.
- Cross-trained existing employees to maximize team agility and performance.
- Maximized performance by monitoring daily activities and mentoring team members.

- Delivered feedback to decision-makers regarding employee performance and training needs.

Education

2015 – 2019

Bachelor's Degree / The Zambia Catholic University, Kalulushi.

Obtained a Bachelor's Degree in Information Technology.

- Member of ZCU Rugby Club
- Awarded Best IT Student in 2016

2011 – 2013

O Level / Masala Secondary School, Ndola.

Obtained an O Level GCE qualification.

- Awarded best student in IT
- Member of Masala Shotokan Karate Club
- Elected to School Prefect in January, 2013

Languages

- English - Bilingual or Proficient (C2)
- Bemba – Proficient
- Nyanja – Intermediate

Programming Languages

- C++
- Java
- React JS
- PHP
- C#
- .NET Core
- Laravel
- Kotlin

- JavaScript

Hobbies

- Listening to music. Preferably Afro Pop
- Watching Sci-fi TV Shows and Movies
- Swimming
- Traveling
- Reading books. Currently ready Think and Grow Rich by Napoleon Hill

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Reference

MS. KAELA KAPAPULA

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MR. GRENCIO TEMBO

HR Manger

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MR. NKHATYA MBEWE

Managing Director.

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