

EUNIKE NEKUNDI

CONTACT

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🏠 Windhoek
Namibia

ACADEMIC BACKGROUND

TERTIARY EDUCATION

**Namibia University of Science
and Technology**

- Bachelor of Business
Informatics Honours
- Bachelor of Informatics

SECONDARY EDUCATION

Ponhofi Secondary School

- National Senior Secondary
Certificate

SKILLS & ABILITIES

- Proficient in MS-Office Suite
& Microsoft windows
- Proficient in SAP, Manage
Engine, SharePoint and
FlowCentric
- Service Desk skills
- Business Informatics
- Troubleshooting, configuring
computers and laptops,
troubleshooting networks,
Installation of operating
systems
- Strong Analytical and
Problem-solving skills
- Assertive and Teamwork
skills
- Good Communication skills
- Usability Testing
- User information
- Information systems

CAREER OBJECTIVE

Highly motivated IT Service Desk Analyst professional, with over +2 years in the ICT sector. Skilled in troubleshooting, analyzing and resolving complex technical problems. Proficient in desktop support, network maintenance, system administration and database administration on software application implementation. In a technology-driven world where competence and faster services are the prime factors for success, I would like to implement both these to support executive and provide outstanding customer service and technical support to clients.

WORKING EXPERIENCE

DEVELOPMENT BANK OF NAMIBIA

IT Service Desk Analyst | 2022 - Present

- Testing and analyzing IT systems and software performance.
- Resolving incoming user IT queries.
- Prioritizing and resolving IT concerns and escalating serious issues to relevant stakeholders.
- Avoiding service interruptions by performing system installation, updates and maintenance procedures.
- Preparing training manuals and FAQ materials for easy access to end-user guidance.
- Documenting processes and maintaining service desk records.
- Collaborating with internal departments to ensure that IT needs are met.
- Downloading, installing and configuring software to meet user requirements
- Testing and updating existing software.
- Escalating advanced IT support cases.
- Maintaining IT documentation including network and user details.
- Managing data and preparing monthly Reports of Data and Pipelines.
- Testing Business Processes and being in direct contact with developers to implement changes proposed by the business.

DEVELOPMENT BANK OF NAMIBIA

IT Intern | 2021 - 2022

- Responding to user requests for service, troubleshoot problems, and help develop solutions supporting PC hardware components, desktop operating system software, and application software.
- Performing minor repairs to equipment and arranging for other servicing needs.

INTERNET SOCIETY (ISOC NAMIBIA)

Vice Secretary | 2019 - 2020

- Creating and updating physical records and digital files to maintain current, accurate and compliant documentation.
- Scheduling assessments and forwarding completed paperwork to stakeholders
Writing reports and developing PowerPoint presentations.

REFERENCES

Ms. Iyaloo Nasheya
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Development Bank of Namibia
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Mrs. Josephine Muntumo
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