

EVELYN NOMSA MWANUNURA

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Experienced IT Professional with 8 years in the healthcare sector. Proven ability in managing IT operations including network troubleshooting, and software operations. Strong background in customer service, data reporting, and IT system migrations. Currently upskilling in cloud computing and full-stack software development, with a focus on AWS and JavaScript frameworks. Passionate about process optimization and using tech to solve real-world problems.

WORK EXPERIENCE

Paediq | IT and Data Reporting Specialist

January 2020 – Present | Cape Town, South Africa

- Providing technical support to 13+ internal users, ensuring seamless IT operations and minimal downtime including diagnosing and resolving software, network, and system issues, reducing reported incidents by 20%.
- Leading two IT system migrations, training internal staff and troubleshooting post-migration issues and Developing technical documentation to guide users and improve troubleshooting efficiency.
- Monitoring system alerts and responding to IT incidents within SLA timeframes and Working closely with external IT vendors for escalated technical issues.
- Compiling monthly health call reports (avg. 6,000 calls), and improving the baby bag dispatch process thereby saving medical aids 12% by implementing a verification system.

Paediq | Call Center Agent & Customer Service Representative

February 2017 – January 2020 | Cape Town, South Africa

- Managed an average of 300 inbound and outbound customer calls daily, offering support and resolving queries efficiently.
- Achieved 95% customer satisfaction rate through prompt issue resolution and proactive communication.
- Conducted triage for mothers calling in to speak with a nurse, reducing non-urgent calls by 40% per month.

Afroscaff | Administration Officer

January 2012 – December 2016 | Cape Town, South Africa

- Improved inventory management by implementing a digital tracking system, reducing stock discrepancies by 20%.
- Streamlined administrative processes by transitioning all physical files to a cloud-based system.

- Optimized document handling by introducing a structured filing system, increasing workflow efficiency and reducing lost documents by 30%.
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EDUCATION

Zimbabwe Open University

Bachelor of Science in Software Engineering (2025 – Present)

- Modules: Computer Programming, Statistics, Databases, Information Technology

Code Your Future (CYF)

Full Stack Development Program (Oct 2024 – Present)

- Technologies: HTML, CSS, JavaScript, Python, React.js, Node.js, AWS, Git, Agile
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CERTIFICATIONS & TRAINING

- [CYF Intro to programming\(2025\)](#)
 - [ALX Professional Foundations \(2025\)](#)
 - [CYF Intro to Digital \(2024\)](#)
 - [SheCodes Advanced Web Development \(2024\)](#)
 - [CISCO Introduction to Cybersecurity \(2024\)](#)
 - [AWS - Getting started with Compute \(2024\)](#)
 - [AWS Educate Introduction to Cloud 101 \(2024\)](#)
 - [AWS Getting Started with Storage \(2024\)](#)
 - [Learning Excel: Data Analysis \(2022\)](#)
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SKILLS

- **System & Desktop Support:** Windows Remote Desktop, system configuration, user account setup, desktop troubleshooting
 - **Cloud & Infrastructure:** AWS EC2, IAM, Azure, Office 365, Active Directory
 - **Networking:** DHCP, DNS, GPO, Firewall Configurations, Server Admin
 - **Tools & Platforms:** Google Workspace, ServiceNow, Git
 - **Data & Reporting:** Excel (Data Analysis), SQL, Report Automation
 - **Development / Web Skills:** HTML, CSS, JavaScript, Python, Git, version control
 - **Soft Skills:** Strong communication, teamwork, customer service, problem-solving, Leadership, Customer relations, problem-solving, flexibility, collaboration, attention to details
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