CURRICULUM VITAE

OF

CLAUDETTE SIAMWANDA

Personal Details

First Name	:	Claudette Siamwanda
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LinkedIn Profile	:	LinkedIn Profile
Identity Number	:	9107036908
Date of Birth	:	03 July 1991
Gender	:	Female
Nationality	:	Namibian
Drivers Licence	:	Code B
Languages	:	English, Portuguese & Afrikaans
Residential Area	:	Eldsbergagränd 39
		Älvjsö
		Stockholm
		12573

Education & Qualification

Tertiary Education:

International Certifications Obtained: (2012 -2014)

- CISCO CCNA Renewed
- CISCO CCNP Route & Switch
- CISCO CCSI
- CompTIA A+ & N+
- Microsoft® Certified Solutions Associate (MCSA)
- Microsoft® Certified Solutions Expert (MCSE)
- MCSE: Server Infrastructure
- MCSE: Messaging
- MCSE: SharePoint
- Microsoft Certified Trainer
- ISSET SETA Assessor

- ❖ **View My Microsoft Transcript Transcript ID (1139162) and the Access Code (03071991)**

CTU Training Solutions - Stellenbosch Campus

Year: 2011
Qualification:
- National Certificate: Database Administrator – NQF Level 6
- Microsoft Certified Solutions Expert: International Certificate
- Microsoft Specialist: Database Administrator

Subjects:
- Project Management
- Server Network Operating Systems Review
- Security Network Infrastructure
- Database Management Systems (SQL Server 2008)
- Electronic Messaging Systems (Exchange Server 2010)
- Document Management and Collaboration Systems (SharePoint 2010)
- CISCO CCNA

CTU Training Solutions - Cape Town Campus

Year: 2010
Qualification:
- National Certificate: IT Engineering – NQF Level 5
- Microsoft Certified Professional: International Certificate
- Microsoft Specialist: IT Enterprise Administrator

Subjects:
- Computer literacy & Windows 7
- Business English
- A+ hardware · A+ software
- Network +
- CBP business communication
- CBP Customer Service
- Configuring Microsoft Windows 7 client
- Windows server 2008 Network infrastructure & Configuring
- Windows server 2008 Active directory Configuring & maintaining
- Windows Server 2008 Applications, configuring
- Windows Server 2008 Enterprise Administrator
- Microsoft SharePoint, configuring

Secondary Education

Hochland High School (Windhoek, Namibia)
Year: 2009
Qualification:
- Matric (Grade 12)

Subjects:
- English
- Afrikaans
- Mathematics
- Biology
- Physics
- Geography
- Development Studies

Achievements/Awards

- Lecturer of the Year 2014
- Lecturer of the Year 2013 (Networking)
- Elected as Speaker at SA Microsoft's DigiGirls Launch in Cape Town 2013
- Top student of the year 2010 & 2011
- Won Junior Global Web Design Competition in Italy 2002

Work Experience

Company: **Spotify AB**
Dates: 24 Oct 2016 – Present
Designation: Network Engineer
Responsibilities:

- Build and maintain network solutions
- be a part of designing and building office network
- diagnose, resolve, and prevent network production issues
- manage administration of our systems such as log management and monitoring
- participate in on-call rotation
- supporting the end users and business

Company: **INOVO TELECOMS**
Dates: 13 July 2015 – 11 Nov 2015
Designation: Junior Engineer & Business Analyst
Responsibilities:

- Work on the Service Desk to handle support calls by means of, 1st Line Support, Updating of tickets, booking of time etc.
- To provide technical support
- To do projects in time allocated and take responsibility for actions on the project
- Provide support for VOIP, PBX Systems
- Provide support for AVAYA servers and switch maintenance
- Provide Maintenance for call centre recording systems (Verint Software)
- Writing Scripts according to client requirements in Presence Telephone System
- Querying SQL DB and scripting for customer reports.
- UAT Testing System against BRS
- Data Management
- **Client Support Base**: Truworths, Woolworths, Vodacom, Tenacity, Imperial, Mango Airlines etc.
- **Reason for leave**: Needed to renew my SA work visa, which ended up taking too long.

Company: **Spinnaker Software**
Dates: 1 December 2014 – 30 June 2015
Designation: Service Delivery Engineer
Responsibilities:

- Providing telephonic and remote technical support (Radmin, Teamviewer & VPNs)
- Main responsibility SQL Database Administration
- Provide networking assistance to stores
- Server Administration
- Querying Databases for discrepancy in sales, or missing sales, or data Microsoft SQL server database administration and basic scripting
- Resolving EFT issues on tills in connection with the EFT server
- Development of Arch Software & AE - Arch Enterprise
- Implementation of new software version release (Upgrades & Configurations)
- **Client Support Base**: Food Lovers Market, OK Grocer, Spar, Oxford, President Hyper etc.
- **Reason for leave**: Was not utilizing my skills and needed a job that challenged my skills.

Company: **CTU Training Solutions**
Dates: 1 Feb 2012 – 30 November 2014
Designation: MCSA, MCSE & CISCO Lecturer
Responsibilities:

Responsible for providing professional leadership and management for the Academic Department; to secure high quality teaching, effective use of resources such as LABs and achievement for all students.

- Responsible for strategic direction and development of the subject
- Sustain effective teaching of subjects, monitor and evaluate the quality of teaching standards of students' achievements & set targets for improvements
- Assess & moderate student assessments
- Regulate students Portfolios of Evidence and keep up to date.
- Setup Microsoft Labs for every module practical (Virtualisation with Hyper-V 2012)
- Training Content includes, CCNA,CCNP - Routing, Switching & TSHOOT, SharePoint, SQL Server, Exchange Server, MS Server 2003, 2008, 2012, Linux, CEH & Project Management.
- Responsible for ensuring that practical configurations are demonstrated to students.
- Provided Network support and administration for campus
- Assisted with troubleshooting International Test Centre (Prometrics & Pearson VUE) Issues
- Campus Server Maintenance and AD user accounts maintenance
- Setting up GPO's for students and monitoring network activity
- Maintaining AD RMS, File server & DFS Server
- Providing Training & Network Solutions to external clients (Migrations assistance)

- **Reason for leave**: Contract Expired

Company: **KWV Head Office (Paarl)**
Dates: July 2010 – January 2012
Designation: JUNIOR IT SPECIALIST
Responsibilities:

Responsible for supporting the company's end users all levels as part of a helpdesk team and maintaining computer networks based around Microsoft Server Technologies. Ensuring that all hardware and software is configures and installed correctly.

- Responsible for networking, installation, and maintenance services.
- Networking and providing support for Windows, Mac OS and Linux issues
- Travelling to client sites to help installs, deployment and troubleshooting
- Installing and operating Windows desktop and operating system (Symantec Norton Ghost)
- VPN and Wireless troubleshooting
- Configuration and testing hardware and software
- Identifying problems and repair printers, copiers and scanners
- Installing and troubleshooting Novel Client and GroupWise
- Managing users and Computers in Active Directory & Exchange 2010
- Remote assistance using VNC and RDP
- Troubleshooting SAP issues
- Logging service calls
- Assisting with daily data backup and retrieval scheme
- Maintain mobile network operators with Active Sync and Blackberry Enterprise Server
- Provide training to staff in SAP and Office 2010 (Excel & Outlook)
- Administration: Purchase Requisitions for IT Stock and keep record of IT equipment
- Involved in Rollout /Project of migration from Novel to Microsoft deployment and trained staff on new systems and MS applications.

Reason for leave: Contract Ended

Company: **SchoolNet Namibia**
Dates: Jan 2003 – Nov 2004
Designation: IT SUPPORT/HELPDESK (Volunteer)
Responsibilities:

- Teaching pupils Basic Intro to Computer and Basic Web Design
- Helpdesk
- Diagnosing, repair and upgrading software and hardware problems
- Logging of service calls
- Involved in Web Designing Project for Global Web design Competition
- Complete Linux environment

Skills Matrix

IT & Technical Skills matrix – Proficiency Levels			
IT Skills	**Excellent**	**Very Good**	**Working Knowledge**

Systems	Active Directory; DNS; DHCP; Exchange 2013/2010/2007; SharePoint 2013, MS Hyper-V		Microsoft TMG Firewall, SCCM 2012/2014, Terminal Services, Novel Netware
Operating Systems	Server 2008/2012 and all R2 editions; Windows XP/Vista/7/8/8.1/10		MAC OS, Ubuntu/Linux
Hardware	CISCO Routers & Switches		ASA& PIX Firewall
Database		MS SQL 2005/2008/2012	SAP and Access

Personal Attributes

- Problem solving
- Commitment to outcomes
- Proactive
- Helpful attitude,
- Goal orientated & motivated

References

1. Steven von Schlicht –Campus Manager
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2. Jan Woudberg – IT Manager
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