# MTISUNGE JONGA

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## PROFESSIONAL SUMMARY

Dedicated Computer Science Engineer with hands-on experience in IT support, web development and project management. Proven ability to bridge technical and non-technical teams as an IT Liason Supervisor. Skilled in Cyber Security principles and networking, with certificates enhancing my technical knowlege.Adept at troubleshooting, problem solving and delivering effective solutions in fast-paced environments. Passionate about leveraging technology to improve user experience and drive organization success.

## EDUCATION

**DMI St. John the Baptist University**

*Bachelor's Degree in Computer Science Engineering (Hons)*

2018 – 2023

Final Grade: Upper Second Class                                             GPA: 3.2/5.0

## SKILLS AND COMPETENCES

**Technical Skills**: **Web Development** *(HTML, CSS, JavaScript, React, Node.js, PHP),* **Cybersecurity** *(Security protocols, firewalls, encryption methods),* **Networking** *(TCP/IP, DNS, DHCP, network configuration),* **Graphic Design** *(Adobe Photoshop, Canva),* **IT Support** *(Hardware/software troubleshooting, installation & maintenance, data backups, remote support).*

**Soft Skills**: Problem-solving, time management, project management, communication, teamwork, and leadership

## CERTIFICATES

- Certified Information Systems Security Professional (Simplilearn)
- Networking Devices and Initial Configuration (Cisco)
- Networking Basics (Cisco)
- Computer Hardware Basics (Cisco)
- Introduction to Cybersecurity (Cisco)
- Endpoint Security (Cisco)
- SQL Injection Attacks (EC-Council Learning)
- Introduction to Dark Web, Anonymity, and Cryptocurrency (EC-Council Learning)
- Mastercard - Cybersecurity Job Simulation (Forage)
- CCNA(Introduction to Networks) *(Pending)*

## PROFESSIONAL EXPERIENCE

**IT Liaison Supervisor**

**Ctrack Malawi**

20 May 2024 – Present

- Act as a liaison between IT teams and other departments to ensure smooth communication and collaboration.
- Address and resolve concerns or issues that arise between IT and other departments.
- Offer technical support and guidance to ensure IT solutions meet business needs.
- Analyze data and feedback to assess the effectiveness of IT solutions and identify areas for improvement.

## Web Developer
**Gazette Media**
2 February 2023 – 15 May 2024
- Developed a responsive web application for Gazette Media, focusing on showcasing news articles and multimedia content.
- Utilized HTML, CSS, JavaScript, and PHP to build dynamic, interactive user interfaces and improve site navigation.
- Enhanced user engagement, leading to positive feedback from clients.
- Managed server-side logic and database interactions.

## IT Officer Intern
**Electricity Generation Company (EGENCO)**
1 August 2021 – 31 August 2021
- Provided technical support to end users and addressed hardware and software issues.
- Assisted in troubleshooting and resolving IT-related issues.
- Helped implement and monitor data backup procedures and maintained user accounts, access permissions, and security settings.

## PROJECTS

- **Gazette Media Website**
  Developed a responsive site, incorporating dynamic content and advertisements.
  *Website: [gazettemediamw.com](gazettemediamw.com)*

- **Prime Tech Website**
  Led systems design and development for Prime Tech, focusing on HTML, CSS, and JavaScript.
  *Website: [primetechmw.com](primetechmw.com)*

## REFERENCES
- **Mr. D Magagula**
  IT Manager, **Electricity Generation Company (EGENCO)**
  Email: dmagagula@egenco.mw | Phone: +265884960103

- **Mr. Benjamin Maona**
  Senior Consultant, **Gazette Media**
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- **Mr. Madalitso Chilole**
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