

Tinaishe Kadango

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SUMMARY

- Proactive problem-solver with a passion for understanding how systems work.
- Experience in troubleshooting and repairing hardware and software systems in high-speed production environments.
- Skilled in performing technical repairs and software updates to ensure optimal computer functionality.
- Collaborating with cross-functional teams to meet business objectives.
- Experienced in documenting system operations, repairs, and testing processes to ensure clear communication and continuity.

EDUCATION

Western Governors University | Software Engineering / IT Management
May 2025

- SDLC, Scripting & Programming, Networks & Security, SQL Data management, Advanced Java concepts, Data Structures & Algorithms, UI Design

Skills: C#, Javascript, ASP.NET, AWS, Docker, Git, SQL, React & Redux, Python, MongoDB, Blazor, APIs & Microservice Architecture

Certifications: AWS Solutions Architect, AWS Cloud Practitioner, CompTIA Project +, SafeHack Security Hackathon 1st place winner

WORK EXPERIENCE

CTDI | Technician April 2024 - Present

- Diagnosing and repairing Android and Apple mobile devices.
- Accessing debug menus and settings to allow the use of specialized data-clearing software.
- Harvesting mobile device components for use in the refurbishment programs.
- Operate robotic machinery used to test device sensors and functionality.
- Perform screen replacements, battery replacements, and motherboard swaps when necessary.

Snode Technologies Inc | Cyber Security Engineer

July 2021 - December 2022

Security Operation Center

- spent time as a SOC Analyst, reporting & analyzing cyber threats on networks and building software to automate these processes.

Cyber Security Training

- learned general cyber security skills, including securing networks through firewalls and system privileges.

Cyber Security Tools

- Acquired skills in different software tools (Nmap, Wireshark, Metasploit, etc.) used in the field and implemented them for penetration testing or traffic analysis.

OWASP Top 10

- Gained an understanding of the top 10 vulnerabilities of web apps and how each one can be exploited or patched.

HugePC Computer Distributors | Technician

January 2019 - 2021

- Computer and cell phone repairs, including cracked screens, water damage, battery, and charging port replacements.
- Software troubleshooting computers and cellphones for operating system errors, viruses, and software installations.
- Updated records of repairs, documenting procedures and parts used and entering customer information into a database.
- Upgraded computer systems to faster RAM, hard drives, power supplies, and motherboards.

Chick Fil A | Operations Manager

February 2023 - 2024

- Led a team of 10 - 12 members in Back Of House.
- Assigned shift positions to team members and ensured all required tasks were done on time.
- Trained new hires to work efficiently to Chick-fil-A standards.
- Prepared end-of-day reports for review by directors.
- Supported directors with extra administrative tasks and handled catering for schools and events.