

## **Oswald Phiri**

### **Personal Information**

- P.O. Box 1220, Lilongwe, Malawi
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- Email: [oswaldphiri361@gmail.com](mailto:oswaldphiri361@gmail.com)
- Gender: Male

### **Summary**

I am a detail-oriented and proactive individual with a Bachelor's degree in Information Systems. I have strong skills in office management, communication, and technical support, making me a versatile team player. My experience in customer service and technical troubleshooting enables me to work effectively under pressure, meet deadlines, and solve problems efficiently. I am adaptable and can adjust to changing circumstances. I am a team player who works well with others and contributes positively to a team environment. I am committed to providing excellent service and my strong communication skills allow me to communicate effectively with a variety of people.

### **Experience**

#### **IT Technician | Nicomac | March 2024 - Present**

- Provided technical support for hardware and software issues.
- Diagnosed and repaired computer hardware and software malfunctions.
- Assisted in network setup and configuration.
- Delivered exceptional customer service and technology-related guidance.
- Managed computer servers.
- Configured printers and scanners.

### **Education**

- **Bachelor of Science in Information Systems** (2018 - 2023) | University of Malawi, Chancellor College
- **Malawi School Certificate of Education (MSCE) & Junior Certificate of Education (JCE)** (2013 - 2017) | St John's Secondary School
- **Driving Licence** : Class B

## **Skills**

- Technical Skills:
  - Microsoft Office Suite (Word, PowerPoint, Excel)
  - Networking (Router configuration, LAN configuration)
  - Computer Repair (Hardware, Software)
  - Website/App Development (Laravel, HTML, CSS, JavaScript, WordPress)
  - Database Management (MySQL)
- Soft Skills:
  - Communication
  - Presentations
  - Report Writing
  - Teamwork

## **References**

- Mr Nicholaso Chisi
  - Owner of Nicomac
  - nicomacomputers@gmail.com
  - +265 999 95 07 53
- Professor Chipso Kanjo
  - Lecturer at UNIMA
  - +265 999 95 59 63
- Dr Tiwonge Manda

- Lecturer at UNIMA
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