OSWALD PHIRI

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PROFESSIONAL SUMMARY

IT professional with a Bachelor's degree in Information Systems and hands-on expertise in technical support, network configuration, and full-stack development. Proven ability to troubleshoot hardware/software issues, manage servers, and deliver user-centric IT solutions. Skilled in Vue.js, React, Laravel, and MySQL, with a strong focus on optimizing operational efficiency.

WORK EXPERIENCE

IT Technician

Nicomac | Lilongwe, Malawi
February 2024 – January 2025

- Provide first-line technical support for hardware, software, and network issues, resolving 90% of issues within 24 hours.
- Configure and maintain LAN/WAN networks, routers, and printers, ensuring 99% system uptime.
- Manage user accounts and permissions for organizational security, adhering to compliance standards.
- Oversee server administration, including backups, updates, and security protocols.

EDUCATION

Bachelor of Science in Information Systems
University of Malawi, Chancellor College | 2018 – 2023

- *Key Project*: Developed a web-based pharmacy management system using Laravel and MySQL.

Malawi School Certificate of Education (MSCE)
St John's Secondary School | 2013 – 2017

TECHNICAL SKILLS

Programming: HTML, CSS, JavaScript, PHP, Vue.js, React, Laravel

Databases: MySQL, Data Backups, Query Optimization
Networking: LAN/WAN Configuration, Router Setup, Wi-Fi Troubleshooting
Tools: WordPress, Microsoft Office Suite (Word, Excel, PowerPoint)
Hardware: Computer Repair, Printer/Scanner Configuration, Server Management

SOFT SKILLS

 Client Communication | Team Collaboration | Analytical Problem-Solving | Technical Documentation

REFERENCES

Available Upon Request