RESHMA PHAKAMISA

CyberSecurity Specialist | Network Engineer

0886710965

reshmaneria@gmail.com

Lilongwe area 15

https://www.linkedin.com/in/reshma-neria-phakamisa-3388a9346

SUMMARY

A Computer Systems and Security degree candidate with deep technical experience in ISP network operations, specializing in critical Network Operation Center (NOC) functions including network troubleshooting ,system administration and monitoring, equipment upgrades, and security implementations. Combines academic cybersecurity knowledge with real-world networking expertise spanning protocols, hardware configurations, and large-scale system maintenance.

EDUCATION

Malawi University of Science and Technology

Bachelor's Degree in Computer Systems and Security 2021 – 2025

Saint Mary's Girl Secondary School

Malawi Secondary Certificate of Education(2015-2019)

SKILLS

- Communication and Team work
  - Explain technical issues clearly; collaborate with teams

- Organization and Time management
  - Balance urgent incidents with projects; maintain accurate documentation.

- Adaptability and Resilience
  - Stay calm in outages or attacks; quickly adopt new tools and methods.

- Ethical Mindset and Detail Orientation
  - Protect sensitive data; ensure compliance through thorough checks.

PROFESSIONAL EXPERIENCE

Intern at Converged Technology Networks

Network Operation Center Department

- Performed remote network diagnostics and troubleshooting for residential clients, resolving connectivity issues efficiently
- Conducted equipment testing, system upgrades, and recovery procedures to maintain optimal network performance.
- Managed inventory control including accurate tracking and documentation of all network assets
- Oversaw full ticket lifecycle management from creation and assignment to resolution and closure.

PROJECTS AND ACHIEVEMENTS

Network Monitoring Implementation

- Deployed and customized NetXMS monitoring solution for CTN's network.
- Configured alerts, dashboards and graphs to improve network visibility and reduce incident response times

- Growth Mindset & Continuous Learning - Pursue certifications; stay current with threats and technologies.
- Leadership & Collaboration – Mentor peers; coordinate responses and network improvements.
- Growth Mindset & Continuous Learning – Pursue certifications; stay current with threats and technologies.

TECHNICAL SKILLS

- **Network Operations & Maintenance**
  - Diagnosing and resolving network faults through systematic troubleshooting
  - Performing system recovery

- **Inventory Management**
  - Inventory tracking and asset management for network equipment
  - Hardware/software testing and upgrade implementation

- **Technical Documentation**
  - Creating detailed incident reports and system documentation
  - Managing ticketing systems (opening, updating, and resolving tickets)

- **Software Development**
  - Participating in development and deployment of website applications and tools

Inventory Management System Development
- Designed and implemented a full-stack inventory tracking system using:
  - Frontend: HTML, CSS, JavaScript
  - Backend: Node.js with Express framework

Secure E-Voting System
- Developed a PHP-based electronic voting application with:
  - -Role-based access controls
  - -Data encryption protocols

Mobile Commerce Application
- Built a cross-platform shopping app using Dart/Flutter framework

Project management and monitoring Tool (ProSync Tool)
- Built a complete project management and monitoring tool using;
  - - Frontend: React
  - - Backend: ExpressJS

REFERENCES

- **Mr Abdulraheem Gomani**
  Network Operations Engineer | Systems Engineer
  Converged Technology Networks(CTN)

  -Email: abdulraheemgomani@gmail.com

  -Contact: 0885602184

- **Dr. Kondwani Mkandawire**
  Dean of Students
  Malawi University of Science and Technology (MUST)

  -Email: kmkandawire@must.ac.mw

  -Contact: 0996718416

- **Mr Chitundu Mwenifumbo**
  General Manager
  Converged Technology Networks (CTN)

  -Email: chitundu@ctnmw.net

  -Contact: 0984213969