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**CHOLWE MULEYA**

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**Objective**

Detail-oriented and technically skilled IT support professional with foundational knowledge in networking, system troubleshooting, and cybersecurity. Eager to begin a career in IT support or cybersecurity, leveraging skills in system management, network monitoring, and problem-solving.

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**Skills**

- **Operating Systems:** Windows, MacOS, Linux
  - **Networking:** TCP/IP, Network Troubleshooting
  - **IT Support Tools:** MySQL, phpMyAdmin, Windows Active Directory
  - **Cybersecurity:** Basic threat detection and mitigation, Vulnerability management
  - **Programming Languages:** C++, Python
  - **Version Control:** GIT, GitHub
  - **Other:** Customer service, Helpdesk support, Troubleshooting
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**Professional Experience****Logistics Officer**

*Sunline International Logistics – Chambeshi, Copperbelt*

*April 2024 – July 2024*

- Managed logistics operations efficiently, addressing any IT-related challenges with software used for fleet dispatch.
- Ensured customer satisfaction by monitoring and updating system performance, resolving network issues promptly.
- Collaborated with the team to maintain the accuracy of operations through systems management and validation post-service.

**Head Resident Assistant**

*Northrise University – Ndola, Zambia*

*November 2022 – December 2023*

- Supported a 33-student dormitory, troubleshooting IT and connectivity issues for students.
- Managed university system processes for room allocations and technical setup for students.

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## **Education**

### **Bachelor of Information Technology – Web and Software Development**

*Northrise University – Ndola, Zambia*

*Graduation: November 2023*

### **Nuyew Tech Academy**

*Cybersecurity and IT Support Pathway*

*June 2024 – Present*

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## **Certifications (In Progress)**

- **CompTIA IT Fundamentals (ITF+)**
- **CompTIA A+**
- **CompTIA Network+**
- **CompTIA Security+**
- **CompTIA CySA+**
- **EC-Council Network Defence Essentials (NDE)**
- **EC-Council Ethical Hacking Essentials (EHE)**
- **EC-Council Digital Forensics Essentials (DFE)**