TAFARA MAPURISA

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LinkedIn: https://zm.linkedin.com/in/tafara-mapurisa-91249b2

https://github.com/TMapurisa

PROFESSIONAL SUMMARY

Reliable and motivated individual with experience providing executive assistance, taking meeting minutes and creating internal staff presentations. Friendly, hardworking and flexible team player. Proactively seizes opportunities to enhance skills and knowledge.

WORK HISTORY

12/2022 - 02/2023

Intern

IHS Towers Zambia - *LUSAKA, Zambia*

- Offered flexible assistance to resolve major system issues outside of normal working hours.
- Protected data and systems from viruses by maintaining robust security.
- Set-up new users with IT systems and equipment, offering further support and guidance to new starters.
- Developed solutions for critical software issues, guiding customers through bug fixes and reactive maintenance.
- Delivered first-line support to troubleshoot, diagnose and resolve issues with company software.
- Solved interruptions in machines and equipment through collaborations with internal and external third parties.
- Enabled accurate assessment of customer service trends by producing weekly reports on customer enquiries, responses and feedback.
- Troubleshot operating systems, hardware and software problems to identify root causes.

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Computer Systems
- Cisco Certified Linux Unhatched
- Computer Systems and packages (HEXCO)

SKILLS

- Cybersecurity and safeguarding
- Individual mentoring
- Presentations
- Mail Distribution
- Report Writing
- System Performance Assessment
- Collaborative Team Player
- Tracking and Documentation
- Research Abilities

EDUCATION

02/2020 – Exp 2/24

Bachelor of Science: **Computer Science**

The University of Zambia - *Lusaka, Lusaka Province, Zambia*

02/2016 - 11/2017

A-Levels: **Mathematics, Physics, Chemistry**

Shungu High School - *Kwekwe, Zimbabwe*

LANGUAGES

English

Fluent

Shona

Native

Nyanja

Beginner

TECHNOLOGIES AND LANGUAGES

- Android App Development
- Java
- Android Studio
- MySQL database management
- SQL querying
- Web Technologies
- PHP and Laravel
- JavaScript
- HTML and CSS

AFFILIATIONS

- Executive Member, IEEE Zambia Student section
- IEEExtreeme Zambia section ambassador
- University Computer Science Chess member

REFERENCES

- Mr. Mukuka Chisulo (IT officer IHS towers)
  +260 97 7951011
- Mr. Martine Phiri (Lecturer Computer Science Department UNZA)
  +260 97 8412113
- Mr. Aaron Ngoma (Network Administrator Computer Science Department UNZA)
  +260 97 7822061