



# Tafadzwa Tapera

IT SUPPORT SPECIALIST

Highly skilled It support specialist with over a year of hands-on experience in delivering Tier 1 technical support in fast-paced environment. Adept at resolving a wide range of hardware and software issues through efficient troubleshooting and active listening. Known for exceptional customer service, effective communication, and strong problem-solving abilities. Proficient in utilizing an IT Service Management (ITSM) system like ServiceNow to manage and document support actions, ensuring systematic and transparent incident resolution. Currently pursuing a Bachelor of Science in Information Technology, with a solid foundation in programming languages such as C#, and python as well as databases using sql. Committed to enhancing customer satisfaction and operational efficiency through continuous learning and teamwork.

## PERSONAL INFO

EMAIL	PHONE	ADDRESS
tapera5802@gmail.com	+48 518 341 360	Krosnienska 29/8, 35-505 Rzeszow
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## WORK HISTORY

<b>IT Intern</b> ITOCA, Centurion	2024-07 - present
<ul style="list-style-type: none"><li>• Collaborated to assist support protocol development and offered consultation based on cross-functional knowledge.</li><li>• Delivered assistance and support for team-based IT projects.</li><li>• Developed and tested software solutions to meet customer needs.</li><li>• Utilized Java, C#, and other programming languages to develop software solutions.</li><li>• Wrote and updated detailed technical documentation for software applications.</li><li>• Utilized source control systems to manage software development cycle.</li></ul>	
<b>Help Desk Analyst</b> HCL Technologies, Poland	2022-04 - 2023-02
<ul style="list-style-type: none"><li>• Provided Tier 1 IT support: Efficiently resolved hardware and software issues through active listening and methodical troubleshooting, ensuring minimal downtime for end-users.</li><li>• Logged and closed support tickets: Leveraged advanced ticketing systems (e.g., ServiceNow) to manage, document, and close support actions, ensuring a systematic and transparent approach to incident management.</li><li>• Partnered with cross-functional team of 5 to troubleshoot and solve technical problems, enhancing customer experience and reducing average resolution time by 40%</li><li>• Enhanced customer satisfaction: Conducted thorough follow-ups with clients post-support engagement to confirm optimal resolution and high satisfaction levels, contributing to a 30% increase in customer retention.</li><li>• Provided exceptional remote support: Delivered outstanding remote support via phone, email, and chat, ensuring timely resolutions for geographically diverse users, and maintaining a 85% first-contact resolution rate.</li></ul>	

## EDUCATION

<b>information technology, Programming</b> University Of Information And Technology Management, Rzeszow, Podkarpackie	2020-10 - present
<ul style="list-style-type: none"><li>• GPA: 4.17 average</li><li>• Certifications: Cisco Networks, Linux, Cybersecurity, Switching and Routing Essentials</li></ul>	

SKILLS

■ Excellent Communication	★★★★★
■ Organization and Time Management	★★★★★
■ Customer support	★★★★★
■ Logging support tickets	★★★★★
■ Microsoft windows	★★★★★
■ Problem solving	★★★★★
■ Sql	★★★★★
■ Technical Support	★★★★★
■ Troubleshooting	★★★★★
■ Windows Server	★★★★★
■ Network Troubleshooting	★★★★★

SOFTWARE

■ Active directory	★★★★★
■ Microsoft Office	★★★★★
■ Google Workspace	★★★★★
■ Servicenow	★★★★★

LANGUAGES

■ English	★★★★★
■ Polish	★★★★★

CERTIFICATES

■ <b>CCNAv7: Enterprise Networking, Security, and Automation</b> Cisco	2024-02
■ <b>CCNAv7: Switching, Routing, and Wireless Essentials</b> Cisco	2023-12

REFERENCES

■ <b>Vladyslava Krasniuk</b> Supervisor, HCL Technologies +48 730 103 564
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