

Upendo Daniel Chacha

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P.O. Box 65000 Dar-Es-Salaam, Tanzania

CAREER SUMMARY

Information Technology professional with over 8 years of experience in international organizations and the telecom sector. Professional expertise includes IT project management, network and system administration, information management, and systems applications.

WORK EXPERIENCE

The World Bank Group

Administrative and Client Support

2024 - Present

Dar es Salaam, Tanzania

- Manage and track project documents using SharePoint and coordinate IT-related logistics for the country management unit.
- Provide Customer Service to clients through effective communication and issue resolution.
- Prepare and format over 50 technical reports, presentations, and data visualizations using Microsoft Office tools.
- Implement information security policies and procedures to protect sensitive data and systems, especially for the country management unit.

IT Associate Contractor

2018 – 2024

Dar es Salaam, Tanzania

- Provided IT support to over 100 staff, troubleshoot and resolved hardware, software, and network issues.
- Resolved over 3,500 IT incidents and service requests via ServiceNow, maintaining 90% Service Level Agreement compliance and reducing response time by 30%.
- Delivered prompt end-user support, consistently resolving client issues with a 90% satisfaction rating.
- Installed, configured, and maintained hardware and software for desktops, laptops, smartphones, and printers for over 100 users.
- Delivered technical support for videoconferencing tools (Zoom, Teams, Webex), ensuring zero major failures in more than 200 hybrid meetings.
- Managed IT asset lifecycle (procurement to disposal), achieving 90% inventory accuracy through SharePoint tracking.
- Provided IT training to over 100 users on Microsoft 365 tools, data protection policies, and remote access technologies, reducing support tickets by 35% ensured seamless adoption of new technologies and tools within the organization.
- Enforced ITIL-aligned service management practices and contributed to disaster recovery and business continuity planning.
- Conducted pilot testing of new software tools and provided feedback to global ITS teams to inform regional technology adoption strategies.
- Facilitated hands-on coaching and onboarding for visiting staff and consultants, enhancing their productivity within the first week.

- Created and published 5 technical knowledge base articles, enhancing self-service support and reducing recurring queries.
- Coordinated with more than three vendors for hardware servicing, network maintenance, and technical upgrades to ensure 100% SLA compliance and zero service disruptions.

System and IP Data Network Trainee Engineer

2016-2018

Tanzania Telecommunications Corporation

Dar es Salaam, Tanzania

- Delivered tier 1 & 2 desktop support, achieving a 90% first-contact resolution rate across enterprise systems.
- Configured and maintained enterprise systems (Oracle 11g, Windows Server 2008, DNS, Microsoft Active Directory) to support critical business operations.
- Monitored core network devices (routers, switches), contributing to 99.9% uptime and optimized network throughput.
- Supported GSM KPI analysis and produced accurate reports using Excel, improving operational decision-making.
- Participated in rollout and maintenance of telecom infrastructure, ensuring minimal service disruption.
- Collaborated on cross-functional projects that improved IT service workflows and increased operational efficiency by 20%.
- Coordinated vendor relations and ensured timely delivery of services, consistently within contract Service Level Agreements.

EDUCATION

Bachelor Degree in Computer Science & Engineering, St. Joseph University, 2015

CERTIFICATIONS

IT Service Management (ITIL v4), 2021

Registered Professional Engineer in Computer Engineering by Engineers Registration Board, 2020

KEY SKILLS

- IT Support & Troubleshooting
- IT Service and Service Level Agreement Management
- Microsoft 365, SharePoint, Azure DevOps, Power BI, PowerApps, Microsoft Active Directory, Microsoft Windows Operating System DNS
- Local Area Network LAN/Wide Area Network WAN, Virtual Private Network VPN support
- Videoconferencing (Zoom, Teams, Webex)
- IT Asset Lifecycle Management
- Information Security & Compliance (WBG Policies, Data Protection)
- User Training, Knowledge Sharing, and Technology Adoption
- Communication skills and ability to work independently