

Database Administrator/IT Assistant Database Administrator/IT Assistant Database Administrator/IT Assistant - Miracle Life Family Church US Work Experience Database Administrator/IT Assistant

Miracle Life Family Church September 2018 to Present Duties/Responsibilities Database management Websites management Implementation and monitoring of IT infrastructure ensuring optimum availability Support to the users of the database Running of server backups, desktop/laptop backups and email backups. Planning and implementation of new systems to be used within the organization according to the organizations policies and procedures Software management, antivirus management, firewall and all any third party software the organization uses.

Hardware management, laptop, desktop and all peripherals. Training of end users in the use of IT products and services

Network Operation Centre Technician Iconnect Zambia March 2018 to August 2018 Orange Park Duties/Responsibilities Monitoring of infrastructure network across Zambia and ensuring optimum levels of the network. Network troubleshooting and resolving of incidents and problems arising from the infrastructure section Provide first hand diagnosis and support service to clients Remote problem solving of incidents. Escalation of tickets as guided by the escalation matrix to ensure successful and timely ticket resolution.

IT KYC Administrator Zambia Telecommunications Company (Zamtel) March 2016 to September 2016 Lamya House First line support to queries from the call center Duties/Responsibilities and acquisition agents. Making sure that all services on registered subscribers are running smoothly Activation of new subscribers from the server Adding mobile services to new subscribers using the HLR Server Network troubleshooting to subscribers with problems accessing internet services from the call center

IT Engineer Ministry Housing and Infrastructure Development December 2014 to December 2015 Database Management Duties/Responsibilities Making sure that data transmission and processing from the districts meet government's standard IT support to the province and districts Training of end users in the use DHIS2 Hardware repair and software maintenance Software installation and configuration Networking LAN and WAN Upgrading of systems Monthly and quarterly reports

Education Bachelors of Science in Computer in Computer Eugene University 2014 BSc Mungwi Technical School - Lusaka, ZM 2006 Skills DBA, MYSQL, Sql Db, Sql Server, Oracle

DbA Additional Information Personal Skills and Competences    Good team player    Resilience and self-motivation    Results oriented and performance driven    Ability to train others in a wide range of IT products    Strong knowledge of MS Windows and MS Office Packages    Strong analytical problem-solving skills    Inspires and motivates others in team events and gives clear direction Establishes goals and objectives in both work and home life.    Well organized at both work and home life    Clearly displays the ability to develop new skills and knowledge and has the capacity to take on- board additional/ongoing learning.    Programs and Computer Languages    MS Office Package, MS Project, DHIS2, QGS Pro, MS Visio, C/C++, Java, HTML, PHP, JavaScript, Visual Studio, SQL, ASP.Net, Visual Programming, Observium, Netspan, Opmanager, Sugar.

Name: Julia Thomas

Email: frederickjoann@example.net

Phone: 636-201-9731x4366