




ZUBAIR DAVIDS


IT ENGINEER FIELD OPS


CONTACT

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 South Africa, Cape Town - Belhar

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PERSONAL DATA

Full Name: Zubair Agmad
Surname: Davids
Gender: Male
Date of Birth: 05 December 2000
Nationality: South African
Languages: English
Afrikaans

SKILLS

Service Desk - Desktop Support
Printer & Peripheral Troubleshooting
Microsoft 365 - Outlook, Word, Excel
Windows 7/10/11, Windows Server 2019/2016
ServiceNow Ticketing System
Network Routers, Switches & Cabling
Network Threats, Risks and Security

CERTIFICATIONS

CompTIA A+
CompTIA Network+
ISC2 - CC / Certified in Cybersecurity
Cybersecurity Fundamentals - IBM
Certificate in Cyber Security - Upskillist

COURSES & TRAINING

Udemy:

- CompTIA Security+
- CCNA
- IT Support Technical Skills Helpdesk
- Useful Excel for Beginners
- Active Directory Skills for IT Support Professionals
- HTML5 and CSS3 Fundamentals

AWS Skills Center:

- Becoming a Cloud Practitioner
- Computer Foundations

PLANNING TO WRITE

- CompTIA Security+ Internation Exam
- CCNA International Exam
- Microsoft Azure & 365 Fundamentals

PROFILE

An IT Technician eager to learn more and excel in the IT Field. I am dedicated, hardworking, and constantly seeking to develop valuable skills and expand my knowledge to effectively and efficiently complete tasks and accomplish set out goals.

Currently providing hardware & software support for SITA Aero products & services at Cape Town International Airport.

Currently Studying for a Higher Certificate in Information Technology at MANCOSA.

EDUCATION

Grade 12 - Matric 2019

Darul Islam Islamic Highschool

CompTIA A+ | CompTIA N+ | CCNA 2021 - 2022

IT Academy [itacademy.co.za]

Higher Certificate in Information Technology 2025 - Current

MANCOSA

WORK EXPERIENCE

Engineer Field Ops

SITA - Cape Town International Airport 2023 - Current

- Provide on-site support for Airport infrastructure such as CUTE/CUSS and BRS issues.
- Installation of the CUTE/CUSS system components with focus on the hardware and firmware.
- Attend to Check-in Counters, Boarding Gates and Baggage Hall issues.
- Swiftly troubleshoot OKI 3320 Printers, Boarding Pass Scanners, Workstations and Airline Apps at the Airport Departure Gates to prevent any flight delays.
- Carry out Preventative maintenance and repairs of Workstations, Kiosks, Peripherals and HHT devices to ensure their optimal functionality.
- Troubleshoot and Repair Custom TK180 Boarding Pass and Bag Tag Printers.
- Ensure that the airport CUSS, Web Kiosks and Kiosks are operational, troubleshoot and repairing them if required.
- Ensure that Calls are closed or updated within the SLA agreement time on ServiceGateway/ServiceNow.
- Forward unresolved issues to senior service engineers and SCC L2 for further technical escalations.
- Attend to faults and provide support to Airlines back-office issues.
- Carry out the BRS maintenance, fill in the HHT Devices Daily Gunrun Sign-off Sheets and check if ground handlers are experiencing any faults.
- Retrieve stock from ACS and ensure that the Departure Gates has enough paper to print airline manifests.

Self-Employed PC Repairs and Reseller

Self-Employed 2020-2022

- Troubleshoot and repair customers Hardware and Software issues.
- Buying of PC's and PC parts on Facebook Marketplace and Gumtree to repair/refurbish then resell.
- Building up PC's by installing Graphics cards, RAM and SSD's.
- Doing Case swaps and upgrades.

PROGRAMMING LANGUAGES

CSS3 / HTML5 / Java / JavaScript / Python