

# ZUBAIR DAVIDS

## IT ENGINEER FIELD OPS

### CONTACT

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<https://zubair-a-davids.github.io/Resume>

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### PERSONAL DATA

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

### 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

### LANGUAGES

English

Afrikaans

### PROFILE

An IT Technician eager to learn more and excel in the IT Field. I am a very driven and diligent person that always try to acquire useful skills and gain new knowledge in order to accomplish certain tasks.

Currently providing Hardware & Software support for SITA Aero products & services at Cape Town International Airport. I have good attention to details and good planning skills.

Currently pursuing a Higher Certificate in Information Technology at MANCOSA. Planning to write the Security+, CCNA and ITIL Foundation exams.

### EDUCATION

**Grade 12 - Matric** 2019

Darul Islam Islamic Highschool

**CompTIA A+ | CompTIA N+ | CCNA** 2023

IT Academy [itacademy.co.za]

**Higher Certificate in Information Technology** 2025 - Current

MANCOSA

### WORK EXPERIENCE

#### Engineer Field Ops

**SITA - Cape Town International Airport** 2023-2025

- 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.