ZUBAIR DAVIDS

IT ENGINEER FIELD OPS

CONTACT

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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
- Coumputer Foundations

LANGUAGES

English
Afrikaans

PROFILE

I believe in the act of continuously gaining new skills and knowledge whenever possible. At SITA I've learnt how to troubleshoot and install different types of hardware and software. I've learnt how to operate, maintain and repair airport/airlines hardware and software when any issues arise.

I am a highly motivated and hard-working individual who is able to set and achieve short and long term goals. 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 swops and upgrades.