Zubair Davids

DESKTOP SUPPORT TECHNICIAN

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EDUCATION

MANCOSA   **Jan. 2025 – Present**
Higher Certificate in Information Technology [HCIT]   *Distance Learning*

• Computer Hardware and Architecture
• Essential Business Mathematics
• Web Development
• Business Communication
• Introduction to Information Systems
• Introduction to Programming
• Networking Fundamentals
• Digital Transformation in the Business Environment [Elective]

IT Academy   **Nov. 2021 – Dec. 2022**
A+, N+ and CCNA Bundle   *itacademy.co.za*

• CompTIA A+ (220-1001) & (220-1002)   • CompTIA Network+ (N10-008)   • CCNA (200-301)

Matric - Grade 12   **Nov. 2021 – Dec. 2022**
National Senior Certificate   *Darul Islam Islamic HS.*

WORK EXPERIENCE   References available upon request.

SITA Aero   **Nov. 2023 – Present**
Desktop Support Technician   *Cape Town International Airport, SA*

- Provided on-site support for Airport Infrastructure such as CUTE (Common Use Terminal Equipment) / CUSS (Common Use Self-Service) and BRS (Baggage Reconciliation System) Systems at the Check-in Counters, Boarding Gates and Baggage Hall.
- Troubleshoot OKI 3320 Document Printers, Boarding Pass Scanners, TK180 Boarding Pass & Bag Tag Printers and Workstations for various Airlines like South African Airways, British Airways & Qatar at the Airport Departure Gates and Passenger Check-In Counters to prevent any flight delays.
- Troubleshoot Workstations, Brother HL-6400DW ULD Manifest Printers and Zebra MC9200 HHT (Handheld Terminals) Devices for the Ground Handlers in the Airport Baggage Hall.
- Attend to faults and provide support for various Airlines Software, Applications and Departure Control Systems like Amadeus CM, Radixx DCS and Sabre DCS.
- Carry out Preventative Maintenance and Repairs on CUTE Workstations, Printers, CUSS-Kiosks, Peripherals and HHT Devices to ensure their optimal functionality.
- Ensure that Calls are closed or updated within the SLA agreement time on ServiceGateway/ServiceNow and forward unresolved issues to Senior Service Engineers and SCC L2 for further technical escalations.

Self-Employed   **2017 – 2022**
Casual PC Repairs and Reseller   *At Home, Cape Town, SA*

- Troubleshoot, Repair or advise customers on Hardware and Software issues.
- Bought cheap PC's and PC parts on Facebook Marketplace, Gumtree, Carbonite and OLX to Repair/Refurbish then Resell. Built up PC's by installing Graphics cards, RAM and SSD's. Did Case Swops and Upgrades.

CERTIFICATIONS, SKILLS & COURSES

Certifications: CompTIA A+ **|** CompTIA Network+ **|** ICS² - CC **|** IBM - Cybersecurity Fundamentals
Basic Coding: HTML5 **|** CSS3 **|** Python **|** Java **|** JavaScript **|** PowerShell & CMD
Skills: Printer, Workstation & Peripheral Troubleshooting **|** Microsoft 365 - Outlook, Word, Excel Network Routers, Switches & Cabling **|** Network Threats, Risks and Security **|** Active Directory
Courses: CompTIA Security+ **|** CCNA **|** Microsoft Azure & 365 Fundamentals **|** IT Support Technical Skills Helpdesk (Udemy)
Platforms: Windows 7/10/11 **|** Server 2019/2016 **|** Android **|** iOS **|** Arch Linux and Ubuntu.
Ticketing: ServiceNow **|** Jira Service Desk