Zubair Davids

Zubair.Davids@outlook.com ❖ (+27) 78 265 7947 ❖ Cape Town, South Africa ❖ LinkedIn ❖ IT Portfolio

WORK EXPERIENCE

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 and 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.

EDUCATION

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

• Computer Hardware and Architecture	• Introduction to Information Systems
• Essential Business Mathematics	• Introduction to Programming
• Web Development	• Networking Fundamentals
• Business Communication	• 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)

CERTIFICATIONS, SKILLS & Courses

Certifications:	CompTIA A+ | CompTIA Network+ | ICS² - CC | IBM - Cybersecurity Fundamentals
Ticketing:	ServiceNow | Jira Service Desk
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
Platforms:	Windows 7/10/11 | Server 2019/2016 | Android | iOS | Arch Linux and Ubuntu.