

ALFREDO JORGE DA COSTA NOVELA

Address: Cidade Da Beira, Sofala

Mobile: +258 844465042 | +258 876487858

Email: alfredo.novela@outlook.com

LinkedIn: [Alfredo Novela](#)

Professional Profile

A professional with over 5 years of experience in technical support and IT systems management, possessing proven skills in IT Helpdesk, technical problem analysis, and resolution. Significant experience in fleet management, vehicle maintenance, fuel consumption monitoring, and the development of fleet management policies. Dynamic and proactive, with excellent teamwork abilities and solid knowledge of corporate networks and systems. Capable of working independently with a strong results-oriented approach.

Professional Experience

IT Helpdesk & Fleet Manager - Transportes Carlos Mesquita, LDA

Maputo, Mozambique / Mar 2022 – Jun 2023

- **Technical Support:** Provided comprehensive technical support and resolved hardware and software issues.
- **Systems Maintenance:** Monitored and maintained IT systems, ensuring operational continuity.
- **User Training:** Trained end-users in IT practices and efficient system use.
- **Ticket Management:** Recorded and maintained service tickets, ensuring continuous updates and effective resolution.
- **Fleet Management:** Managed a fleet of vehicles and motorcycles, including preventive and corrective maintenance.

- **Resource Monitoring:** Controlled fuel and lubricant consumption, ensuring resource efficiency.
 - **Fleet Management Policies:** Developed and implemented fleet management policies and procedures.
 - **Reporting:** Prepared periodic reports on fleet management and vehicle performance.
-

Education

Bachelor's Degree in Information and Communication Technologies (ICT)

Universidade Católica de Moçambique

Skills and Competencies

- **Technical Support and IT Helpdesk:** Experienced in providing technical support, resolving hardware and software issues, and monitoring systems.
- **Enterprise Systems Management:** Competent in monitoring and maintaining enterprise systems, ensuring updates and operational continuity.
- **User Training:** Skilled in training end-users in IT practices and efficient system use.
- **Fleet Management:** Experienced in fleet management, vehicle maintenance, and resource control.
- **Data Analysis and Reporting:** Competent in collecting, analyzing, and interpreting operational data to generate detailed and informative reports.
- **Microsoft Office:** Intermediate proficiency in using Word, Excel, and PowerPoint for report preparation, data analysis, and presentations.
- **Effective Communication:** Capable of communicating effectively in Portuguese and English, both verbally and in writing.
- **Problem Solving:** Excellent problem analysis and resolution skills, with attention to detail.
- **Team and Independent Work:** Capable of working independently and as part of a team, effectively dealing with people at all levels.

Languages

- **Portuguese:** Native and fluent.
- **English:** Intermediate.

Contacts:

- **Mobile:** +258 844465042 | +258 876487858
- **Email:** alfredo.novela@outlook.com
- **LinkedIn:** [Alfredo Novela](#)