Brian Tinashe Guvava *IT Technician | Web Developer | IT Consultant*

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Profile

Experienced IT Specialist with over 10 years of experience in IT support, systems administration, developing/implementing IT policies, and cloud solutions. Proven ability to troubleshoot complex IT issues, streamline operations, and reduce downtime. Eager to contribute my technical expertise and leadership skills while to enhancing ICT operations and security. Recognized for exceptional analytical skills and a proven track record in driving system improvements and user satisfaction.

Professional Experience

2019/01 – present Bulawayo, Zimbabwe	**IT Technical Support** *National University of Science & Technology (NUST)* ☐

- Diagnosed and resolved connectivity issues in Cisco and Ubiquiti-powered LAN/WAN environments, enhancing network reliability and efficiency.
- Carry out repairs and maintaining computers and laptops while monitoring support requests and documents all processes
- Manage a network of 150+ users and implemented a ticketing system that improved response times by 15%.
- Perform remote troubleshooting through diagnostic techniques and pertinent, while determining the best solution based on the issue and details provided by customers.
- Conduct system backups and recovery using tools such as Veeam Backup & Replication and Acronis Cyber Protect.
- Deliver end-user training on Microsoft 365, Moodle, Odoo ERP, and other collaboration tools to improve productivity and technology adoption.

2024/01 – present Zimbabwe	**IT Consultant**

- Act as an asset to client's projects by providing expertise and information.
- Maintain and troubleshoot IT systems, support staff, and develop/implement IT policies.
- Implementing ERPs (ERPNext, Odoo, SAP) to streamline processes, increasing resilience by 10% and achieving a 98% business continuity success rate in simulations.

2016/08 – present Harare & Bulawayo	**Developer** *Blaxium Hub*

- Design, develop, and deploy scalable software solutions using tech like React, Angular, Python (Django), and Node.js, following agile development practices.
- Collaborat with cross-functional teams using tools like Jira, Slack, and Figma to deliver user-centric web and mobile applications.
- Documented development processes and technical specifications using tools like Confluence and GitHub for version control and knowledge sharing.
- Domain registration, renewal & transfer, or delete.

2017/01 – 2018/11 Dar es Salaam, Tanzania	**Systems Analyst** *EvMak* ☐

- Conducted comprehensive system analysis to identify business requirements and designed IT solutions that improved operational efficiency by 25%.
- Led the implementation of software solutions, including ERP systems, reducing manual data processing errors by 30%.
- Maintained data integrity and security by enforcing compliance with GDPR, ISO 27001, and SOC 2 standards, leveraging tools like Splunk and Azure Sentinel.
- Developed and maintained technical documentation for all systems and processes, streamlining system management and user training.

2012/08 – 2016/10	**ICT Officer**
Harare, Zimbabwe	*Standard Global Communications* ⊡

- Provided first-line IT support, resolving hardware, software, and networking issues promptly, improving uptime by 15%.
- Led the migration to SAP Business One, ensuring data integrity and minimal disruption to business operations.
- Implemented a new IT asset management system, reducing tracking costs by 15%.
- Delivered user training for staff on software and system upgrades, enhancing overall ICT competency within the organization.
- Managed and maintained ICT infrastructure across multiple locations, leveraging technologies like Cisco Meraki, Fortinet, and Aruba Networks to ensure robust connectivity and security.
- Led ICT projects, including system upgrades to Windows Server 2016, and cloud transitions to AWS, ensuring delivery within scope, time, and budget.

Technical Skills

Cloud Computing (Azure, GCP)	● ● ● ● ●	Cybersecurity & Networking	● ● ● ● ●
BI & Data Analysis (PowerBI)	● ● ● ● ●	IT Customer Support	● ● ● ● ●
Project Management	● ● ● ● ○	Web Design & Dev	● ● ● ● ○
Team Collaboration	● ● ● ● ●	Problem-solving	● ● ● ● ●

Education

Hons Degree in Information Systems

Midlands State University ⊡

Higher National Diploma (HND) in Information Technology

Harare Polytechnic College ⊡

Certifications

- Introduction to Data Science ⊡
- Cloud Computing Architecture ⊡
- LFC108: Cybersecurity Essentials ⊡
- Data Visualization With Power BI ⊡

Projects

"Cloud Migration of On-Premise Systems to Azure"
- **Tools/Technologies:** Microsoft Azure, Python, Docker, Kubernetes, Power BI.
- **Outcome/Impact:** Migrated a company's on-premises infrastructure to a cloud-based environment using Microsoft Azure. Improved system reliability by 30% and reduced operational costs by 20%.

Recent Website Projects
- **Recent projects:** *gr2a.org* ⊡ , *manahconstruction.com* ⊡ , *vectorengineering.co.zw* ⊡ , *minecraft.co.zw* ⊡ , *aquibon.com* ⊡ , *raydrill.co.zw* ⊡ , *algamatengineering.co.zw* ⊡ , *navitzenergy.co.zw* ⊡ , *randggroups.com* ⊡ , and many more.

References

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