

Simbarashe Zuva

Victoria, BC

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PERSONAL SUMMARY

- Team player with good language and communication skills.
- Strong interpersonal skills and support care.
- Willing to learn new skills through collaboration for career growth.
- Sound Desktop Analyst background obtained through internship.
- Experience with C++, SQL, Python and Java through school projects and lab sessions

WORKING EXPERIENCE

L4 Technical Support Specialist Co-op, Schneider Electric

October 2022 – May 2023

- Collaborated with support and development teams contributing to the platform and making improvements to products.
- Defined some guidance and tools to improve velocity and clarity on the support provided to customers through use and referencing of Knowledge Bases.
- Supported the platform's related infrastructure and services by virtualisation.
- Worked on configuration of certificates by using IIS
- Used Salesforce Lightning for ticket handling and de-escalation
- Utilised MS Office for communications.
- Carried out diagnostics and tests for control units through gateway connections
- Diagnosed Power Management software through virtual machines.

Call Centre Fundraiser , UVic Alumni relations, Victoria BC

FEBRUARY 2022 – DECEMBER 2023

- Building rapport with alumni, providing updates and processing donations

Cultural Educator & Assistant Manager, Maritime Centre for African dance— Victoria BC

OCTOBER 2021 - September 2022

- Outreach to prospective participants and community collaborators
- Provided cultural and dance education to school students.
- Carried out event planning for school visits.

Desktop Analyst Intern, Ministry of Local Government, Public Works and National Housing, Zimbabwe

JUNE 2018 - JULY 2018

- Technical support, running network diagnostics, software installations.

SKILLS

- C++
- FI STUDIO
- SQL
- JAVA
- WORDPRESS
- PC building
- Python
- Arduino
- Bash

LANGUAGES

English

EDUCATION

University of Victoria, Victoria BC — *MEng Electrical and Computer Engineering*

JAN 2021 – AUG 2023

Parul University, India — *BTech Computer Science and Engineering*

JULY 2016 - JUNE 2020

PROJECTS

C/C++

- Data structures and operations, cryptography, Computer Graphics concepts and geometric transformations and parallel and distributed processes.

Java

- Data structures and operations, cryptography, parallel and distributed processes and basic servlets and JavaScript for web development.

Arduino

- Improvement of vehicle safety through use of sensors in IoT.

Bash

- Wrote scripts for opening batch links in headless web browser to monitor traffic.
- Used the same traffic to write custom snort rules for malware detection.

Python

- Undertook some data analysis for machine learning and visualisation.