

Dorothy Chidochashe Takawira

ICT GRADUATE TRAINEE

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PROFILE

Motivated and enthusiastic individual with a degree in Computer Science and hands on experience in IT support, network troubleshooting, and end user assistance. I possess foundational knowledge in networking, hardware maintenance, and software support, gained through internship and a personal project. Eager to learn and grow, I am highly adaptable, passionate about emerging technologies, and committed to developing my skills further in a professional environment. I bring a proactive attitude, strong problem solving abilities, and excellent communication skills, ready to contribute value to any IT team.

PROFESSIONAL EXPERIENCE

IT Support Intern

Truworths Limited

08/2022 – 08/2023

Harare, Zimbabwe

- Assisted in diagnosing and troubleshooting **network issues** to ensure seamless connectivity.
- Performed hardware maintenance on **computers, printers, and VOIP systems** to minimize downtime.
- Provided **end user support** to staff for software applications and IT related issues.
- Supported the setup and configuration of **new PCs, laptops, and peripherals** for employees.
- Monitored and updated **fault logging systems** to track IT incidents and resolutions.
- Participated in **network security checks** to identify and mitigate vulnerabilities.
- Assisted in the installation and maintenance of **antivirus software** and other security tools.
- Collaborated on **system upgrades** and routine software updates.
- Documented IT processes, user guides, and troubleshooting steps for internal use.
- Participated in **data backup and recovery tasks** to ensure system reliability.
- Provided technical assistance during **meetings or presentations**, ensuring devices functioned properly.

EDUCATION

High School

Zimuto High School

02/2013 – 11/2018

Masvingo, Zimbabwe

Bachelor of Science Honours Degree in Computer Science

Bindura University of Science Education

08/2020 – 06/2024

Bindura, Zimbabwe

CERTIFICATES

Ordinary Level Certificate (Feb 2017): 10 O level passes

Advanced Level Certificate (Feb 2019): 3 A level passes

Class Four Drivers License (Jan 2020): Awarded by the Zimbabwe Inspectorate Department

Comptia A+ (Jul 2024): Awarded by Alison

Bachelor of Science Honours Degree in Computer Science (Oct 2024): Awarded the degree in the upper second class category (2.1)

SKILLS

- Problem Solving
- Teamwork and collaboration
- Hardware maintainance and repair(printers, voip, laptops, desktops)
- Website development
- SQL
- IT equipment setup and installation
- Windows and Android device support
- Sage x3 software
- Good communication and interpersonal skills
- Adaptability
- Software development
- Python programming language
- Network troubleshooting
- End user training and remote support
- Basic troubleshooting of switches, routers, and WiFi access points
- Eagerness to learn

PROJECTS

Portfolio Website Development

07/2024 – 09/2024

- Designed and developed a personal portfolio website showcasing my skills, projects, and professional profile.
- Integrated features such as contact forms, social media links, and project descriptions using modern web technologies.
- Utilized HTML, CSS, JavaScript, and GitHub Pages to deploy the site and ensure a responsive, user friendly interface.
- Demonstrated skills in web development, UI/UX design, and project deployment

Shona to English Translator Using Statistical Machine Translation (SMT)

10/2023 – 04/2024

- Developed a machine translation system to translate Shona to English, focusing on language preservation and accessibility.
- Conducted research on natural language processing (NLP) techniques and linguistic rules for Shona and English.
- Designed and implemented the translation algorithm using Python.
- Tested the system extensively to ensure accurate translations and improved performance through iterative refinement.
- Presented the project successfully, demonstrating its usefulness in education, tourism, and communication.

REFERENCES

Denis W Machaka, *System Administrator*, Truworths Limited
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Tadias Mazhindu, *IT Manager*, Truworths Limited
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