Nyasha Ngowe  
19 Gordon Way, Heywood. Manchester. OL10 3PP  
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**Personal statement**

A highly experienced and competent IT Support Specialist with 8 years' experience in IT Onsite Services of one of the leading global organization. Passionate, self motivated, fast learner with good people skills and rational approach to problem solving leading to reliability and fast solutions to IT technical issues.

**Core skills**

* Vast experience in IT Onsite support and problem solving
* Fully experienced in Application support and troubleshooting
* Good interpersonal and communication skills
* Good organisational skills
* Knowledge of Microsoft based operating systems.
* Basic knowledge and experience of the Windows Server administration and Active Directory

**Employment history**

**IT Support Specialist – Ernst & Young, Zimbabwe**

*(January 2008 – April 2016)*

**Duties**

* Service Desk support - First point of call for all IT support issues and resolution of logged incidents and requests
* Monitoring and resolving end user support issues logged via ServiceNow
* Administration and support of Messaging solutions (Lotus Notes, Sametime, Lync, Outlook)
* Desktop support and computer hardware maintenance
* Local Area Network first line support
* First and Second line user support of Microsoft operating systems and Windows
* Systems monitoring and administration
* Windows server backups
* Applying operating systems updates, patches and other configuration changes
* Installing and configuring new hardware and software on PCs and servers
* Creating and editing user profiles on Active Directory and Lotus Notes mail server
* Creating and maintaining Domino Databases
* Lotus notes administration and server maintenance
* Provide assistance and training to end users
* Asset Management
* Day to day administration of the IT Infrastructure including Active Directory, servers and messaging systems
* Application support and troubleshooting

**Office Administrator – Ernst & Young, Zimbabwe**

*(November 2001 – December 2007)*

**Duties**

* General Office administration
* Booking rooms and conference facilities
* Act as the point of contact between audit department and internal/external clients
* Providing support to Audit staff
* Arranging in-house and external events
* Liaising with other departments on behalf of the audit department and with external contacts
* Managing examination registrations with various boards
* Creating and maintaining filing systems
* Scheduling and attending audit planning meetings, creating agendas and taking minutes
* Process timesheets for all audit staff and managers
* Assigning audits and stock takes to staff as needed
* Assisting in the preparation of department budgets and expenses
* Dealing with Audit planning enquiries and maintaining an audit planner

**Office Administrator – Devon Contractors**

*(January 2000 - October 2001)*

**Duties**

* General office administration
* Ordering and maintaining stationery and equipment
* Dealing with telephone and email enquiries

**Receptionist/Secretary – Johnson & Fletcher Zimbabwe**

*(October 1999 – December 1999)*

**Duties**

* Typing
* Scheduling and attending meetings, creating agendas and taking minutes
* Answering phone calls
* Sorting and distributing incoming post and organising and sending outgoing post
* Managing diaries
* Providing support to stores’ staff and managers
* General office administration

**Education**

**CERTIFICATION**

**AXELOS Global Best Practice ITIL Foundation Certificate in IT Service Management**

*(October 2014)*

**AXELOS Global Best Practice ITIL Intermediate Certificate in IT Service Operation**

*(June 2015)*

**COMPUTER STUDIES** *(2006 – 2008)*

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=imgres&cd=&cad=rja&uact=8&ved=0ahUKEwihuYP0xY3QAhXCwBQKHZyzCe8QjRwIBw&url=http://www.computer-pride.co.ke/profile.asp&psig=AFQjCNGZNL7ubDzNPcTNfdamuRACc0wFxQ&ust=1478295469024685)**International Diploma in Computer Studies, majoring in Computer**

**Programming** (5 Distinctions, 1 Credit, 2 Passes)

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=imgres&cd=&cad=rja&uact=8&ved=0ahUKEwihuYP0xY3QAhXCwBQKHZyzCe8QjRwIBw&url=http://www.computer-pride.co.ke/profile.asp&psig=AFQjCNGZNL7ubDzNPcTNfdamuRACc0wFxQ&ust=1478295469024685)**International Certificate in Computer Studies** (5 Passes)

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=imgres&cd=&cad=rja&uact=8&ved=0ahUKEwihuYP0xY3QAhXCwBQKHZyzCe8QjRwIBw&url=http://www.computer-pride.co.ke/profile.asp&psig=AFQjCNGZNL7ubDzNPcTNfdamuRACc0wFxQ&ust=1478295469024685)**Certificate in A+ (PC Support Technician)**

**OTHER QUALIFICATIONS**

**Pitman Qualifications, UK** *(1998)*

Executive Secretarial (including Business Communication and Business Studies)

**GCE Ordinary Level** *(1989 - 1992)*

6 subjects. C grade and above (including English)

**References**

Available upon request.