**Takudzwa P Chibanda**

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|  |  | **Personal details**  DOB: 01/12/1986  Gender: Male  Marital Status: Married |  |
|  |  | **EDUCATION**   * Master of Commerce in Strategic Management & Corporate Governance (MSU)   SAQA Accredited NQF level 9   * BSc (Honors) Information Systems (MSU)   SAQA Accredited NQF level 7 | |
|  |  | * **professional qualifications** * CCNP,CCNA ,CCNA –Security, Linux Centos MCSA Server 2012 R2,ITIL, CISSP,SOPHOS GX Firewall * Fundamental of Network Security * Diploma in Risk Management * [Introduction to Corporate IT Strategy and Business Frameworks](https://alison.com/courses/IT-Corporate-Strategy-Business-Frameworks) * [Strategic Management - Implementing and Evaluating Strategy](https://alison.com/courses/strategic-management-implementing-and-evaluating-strategy) | |
|  |  | **CURRENT STUDIES**: OSCP,CEH | |
|  |  | **SKILLS**   * **Software:** Microsoft Office Suite, ESET NOD32, Mcafee Antivirus, OpManager Secure CR,Lyc * **Operating Systems:** Windows 2000/2003/NT/XP, Vista, 7,8, * **Firewall :** ASDM-firewall analyzer, Cyber roam, Sophos, Fortigate ,TMG * **Networking:** Ethernet 802.3, TCP/IP, routers (Cisco IOS), SMTP, POP3, LAN, WAN, VPN * **Wireless :** Ruckus ZDR ,Cisco Miraki * **Servers:** Microsoft server 2003/2008/2012 * **Services:** Service desk, Processes ITIL, Active Directory, Routing, Switching**,** Wireless and SharePoint Administration. | |
|  |  | **EMPLOYMENT HISTORY**  ***ICT SECURITY AND SUPPORT ENGINNER*, HIGHERLIFE FOUNDATION, Jun 2015 – Present**   * Responsible for managing the budget and invoicing process with vendors to ensure an optimized process for tracking and paying the bills * Taking ownership of projects and proactively engaging with client cross-functional teams. * Develop and implement processes and procedures for the Telecom organization and drive continuous improvement in these areas * Provide vision and guidance for enterprise voice and collaboration roadmap, assess emerging technologies, and provide strategic leadership for organization * Configuration, implementation, operations, maintenance and management of Splunk based solutions. * Provide analytical and remediation expertise on malware and infection vectors including use of applicable tools to identify malware and infection vectors and to eradicate them. * Identify, assess, and develop solutions for customer information technology security infrastructure regarding risks and vulnerabilities. * Understanding architecture and design to perform Security Incident & Event Management (SIEM) assessments. * Accurately documenting work performed against customer requirements (High Level and Low-Level Designs). * Working with internal and external stakeholders to understand business requirements and preparing appropriate technical solution designs at both high and low levels. * Identity access management * ICT security planning and alignment with Implementation of ISO27001,2 * Negotiating for effective risk treatment plans * Managing ICT network risks * Developing KRI and KPI * Managing the SOC ensuring attainment of goals and objectives * Enforcing compliance with POPIA * Managing application level security * Configuration, implementation, operations, maintenance and management of Splunk based solutions. * Provide analytical and remediation expertise on malware and infection vectors including use of applicable tools to identify malware and infection vectors and to eradicate them. * Identify, assess, and develop solutions for customer information technology security infrastructure regarding risks and vulnerabilities. * Monitoring and managing the network engineers * Enforcing compliance with POPIA * Understanding architecture and design to perform Security Incident & Event Management (SIEM) assessments. * Accurately documenting work performed against customer requirements (High Level and Low-Level Designs). * Working with internal and external stakeholders to understand business requirements and preparing appropriate technical solution designs at both high and low levels. * Design and implementation of the corporate data and internal telephony networks. * Installation, configuration and testing of the corporate networking equipment, including switches, routers, firewalls and wireless access points * Establishment of LAN/WAN/GAN connections and VPNs through firewalls. * Establishment of network connectivity of all servers, workstations, telephony equipment and other network appliances. * Providing input into corporate network policies and procedures development. * Conducting capacity planning for corporate network requirements specification, analysis, designing and implementation. * Providing input for the purchase of corporate data and internal telephony hardware and software. * Monitoring and troubleshooting network availability, device health and performance * Network maintenance and optimisation to ensure network infrastructure integrity and availability. * Configuration of backup equipment and backup of active/live equipment configurations. * Liaison with vendors and contractors to secure network products and services * Disaster recovery planning and preparation of networking hardware required for business continuity purpose and set up in the off-site offices. * Network optimization for the corporate LAN, WAN and GAN networks in line with best practices. * Researching on network products, services, protocols, and standards to remain abreast of developments in the networking industry and providing recommendations for business development. * Maintaining network security in compliance with security policy and procedures. * Monitoring of the corporate networks for breaches and taking corrective action. * Analysis of security risks and development of response procedures. * Planning, design and implementation of specified corporate network or projects * Proficient in IP addressing, routing and s witching using Cisco Devices, and basic exposure to Juniper OS. * Rucus ZD wireless deployments in standalone, or controller based Wi-fi implementation * Installation, configuration and operation of Fortigate Firewall * Configuration, deployment and operation of Cisco Adaptive Security Appliance (ASA) firewall * Deployment of Site to Site and Remote Access VPN tunnels on Cisco ASA, Fortigate and Sophos Appliance   ***INTELLIGENT NETWORK SUPPORT AND SECURITY ANALYST* ECONET WIRELESS, Dec 2014 - May 2015**   * Enforcing network security by proper Vlan configuration * IAM for access level restrictions * Firewall assurance and filtering * Strict certificate management and configuration for PKI * Policy baseline and creation of best practice document * Maintaining the security infrastructure of clients * Enforcing organisational policies with Sophos cisco ASA, fortigate firewall for network control * Ensuring that disaster recovery plans are tested frequently and updated. * Development of comprehensive business case for all IT security projects * Maintaining compliance with ISO27001 through proactive security management * Enforcing IT organizational policies through proper ACL settings * Managing email threats using mimecast to create matrices for proactive threat identification * Setting the KGI,KRI, KPI according to consensus from stakeholder * Active directory audit using manage engine ADauditplus * Writing monthly reports to management * Assisting management with alignment of IT with organizational goals and objectives using Cobit5 * Maintaining a risk management portfolio in line with ISO27005 * Auditing Infrastructure for threats and weaknesses. * Vulnerability and network scanning using various tools Wireshark, * Cyber security management using Eset end point * Analysing, troubleshooting, and investigating security-related, information systems’ anomalies based on security platform reporting, network traffic, log files, host-based and automated security alerts. * Maintaining, configuring, and analysing network and host-based security platforms: * Performing vulnerability assessments, security testing, and working with operations and development teams on remediation and mitigation of findings * Vulnerability scanning systems and tools (Qualys) * Network-based Intrusion Detection/Prevention Systems (Checkpoint) * Web proxy SOPHOS * Anti-virus and anti-spyware console (SOPHOS) * Providing support to infrastructure projects that require security solutions. * Maintaining and updating relevant system and process documentation and developing ad-hoc reports as needed. * Assist the development of security tool requirements, trials, and evaluations, as well as security operations procedures and processes. * Cross-platform experience in systems administration, including analysing, installing, maintaining, and repairing hardware, software, peripherals, and networks. * Good troubleshooting and technical support abilities with network connectivity, and security.   ***NETWORK ENGINEER*, ECONET WIRELESS, Mar 2014- NOV 2014**  **NETWORK MONITORING**   * Ensured network infrastructure integrity through monitoring preventative maintenance cycles; balanced checks & controls * Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors and etc. to provide technical assistance and support * Manage network change control process   **NETWORK PLANNING, DESIGNING, & IMPLEMENTATION**   * Responsible for Infrastructure and network security planning and implementing (e.g. firewalls, physical security, and virus and intrusion detection) Ensure the security and integrity of information systems, IP network and IT assets across all the branches including the MPBN, 3G/GPRS nodes, GGSN, MIEP, and any other IP   **NETWORK PERFOMANCE OPTIMIZATION**   * Optimize network security through implementation and monitoring of IPSEC, Encryption, and VLANS, VPNs Firewalls and Intrusion detection and prevention systems.   **DESKTOP & APPLICATIONS** **SUPPORT**   * Support for business system processes. Provides the front end desktop support for business applications systems which includes email and communication, ERP, Billing applications, and office automation tools   **MAINTANANCE AND BUSINESS CONTINUITY**   * Liaising with third – party contractors and consultants in servicing and repairing of printing facilities, server and desktop hardware, PABX systems, photocopying and fax systems, UPS machines and other IT related machines.   **TELEPHONE SYSTEMS**   * Carrying out support and maintenance on communication systems such as PABX   ***PROCESSES COORDINATOR*, ECONET WIRELESS, June 2013 – Feb2014**   * Developing the operational framework for the development of information systems processes and procedures according to approved standards and best practice. * Defining and recommending the systems and process delivery strategy for approval by the IS Programs and Governance Manager and the Chief Information Officer. * Ensuring that IS projects are evaluated and contain IS goals and processes that are aligned to business goals. * Coordinating the efforts of Information Security, IS Strategy and Project Management to ensure that IS governance is adhered to. * Reviewed processes and procedures documentation covering all information systems operational cycles for all functional areas prepared by management and consultants and provides first level sign off. * Reviewing plans and coordinates the design and timely implementation and testing of business processes. * Identifying and motivating for processes and procedures changes and enhancements to improve business efficiency. * Coordinating and managing the preparation of analysis, evaluations and recommendations for proper implementation of documented operational processes and procedures.   **GOVERNANCE FRAMEWORK**   * Analyses existing and new IT processes and procedures and compares against best practices such as ITIL and internal Governance Framework to determine suitability. * Manages the implementation of, and enforces adherence to the IS Governance Framework * Evaluates all deployments to live environment, and enforces change management processes.   **PROJECTS IMPLEMENTATIONS**   * Reviews the project implementation plans and recommends through the IS Programs and Governance Manager appropriate supporting policies and processes to support the product. * Reviewing and providing final sign-offs for processes on all project implementations.   **MONITORING, EVALUATING AND MANAGING PROCESSES**   * Reviewed service portfolio based on an analysis of existing and proposed services. This review also takes into account all influencing factors, such as Demand Management, Financial Management, and Service Strategy Management. * Reviewed budget against actual financial usage, identifies and maps the costs of services and their components, and manages the cost model accordingly.   ***ICT SUPPORT OFFICER***, **HIGHERLIFE FOUNDATION**, **Sept 2010 – May 2013**   * Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs, backup and data recoveries. * Help desk and IT support (desktop support, user support, network support and server support). * Manage, troubleshoot and maintain the network (LAN). * Implement and enforce IT Policies and Procedures throughout the entire organization. * Setup and maintain the organization’s printing technology. * Antivirus management, fault logging and Mac support * Backup of active equipment configurations and configuration of the backup equipment * Ensures network connectivity of all servers, workstations, telephony equipment and other network appliances * Deployment the new hardware systems, and ensure they have adequate security and antivirus systems, end user applications and conformity to IT standards. * Analyze and resolves hardware and software problems for established networks (LAN/WAN/VPN). Serves as systems support expert in support problems and emergencies | |
|  |  | PROFESSIONAL MEMBERSHIPSIITPSA (Institute of Information Technology Professionals South Africa) | |
|  |  | EXTRA CURRICULUM ACTIVITIES  * Chess, basketball and football player | |

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|  |  | **REFERENCES**  **The IT Manager**  **Mrs. M Maguta**  ZIMOCO  24 Douglas Road  Workington  Harare  Tel: 0772 607066, 04-754303  Email: [memory@zimoco.co.zw](mailto:memory@zimoco.co.zw)  **CCNP TRAINING COODINATOR**  **Mr. E Rashayi**  University of Zimbabwe Department of Electrical Engineering  P.O Box MP 167  Mount Pleasant  Harare Tel: 054- 04 30 3211  Email: rashayi@ieee.org  **The Network and Infrastructure Manager**  **Mr I Farirayi**  Econet Wireless Zimbabwe  2 Old Mutare Road  Masasa  Harare  Tel: 0772222109  Email: [Ignitius.farirayi@econet.co.zw](mailto:Ignitius.farirayi@econet.co.zw)      **The IN Manager**  **Mr M Chikwavarara**  Econet Wireless Zimbabwe  2 Old Mutare Road  Masasa  Harare  Tel: 0774222754  Email: moses.chikwavarara@econet.co.zw |

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