**EMMANUEL K MUSUWO**

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Technical Systems Engineer | IT Support Specialist | Systems and Network Administrator

**PROFESSIONAL SUMMARY**

Skilled IT Specialist with more than 5 years of industry experience in programming, database administration, IT support and collecting, organizing, interpreting, and dissemination of various types of data. Skilled in supporting digital transformation platforms in areas such as integrations and business process automations, Backup and disaster recovery solutions (Veeam), Technical analysis and troubleshooting, Operations management (Problem and Change management) based on ITIL practices, Network Configurations (cisco) and virtual environments (VMware). Experienced in streamlining processes, determining appropriate solutions, resolving problems, improving customer satisfaction and driving overall operational improvements. Proven ability to create and deliver solutions tied to business growth, organizational development and systems/network optimization. Interact well with project teams at all levels; handle change and adapt to new situations.

**Core Competences and Skills**

• Technical Support • Network Configuration and Support • Systems Monitoring

• Troubleshooting • Systems Deployment • Dr Simulations

• Helpdesk • Excellent Interpersonal Skills • Backups

**Major Achievements**

* Deployed, Designed and implemented IBM WebSphere Application Server, IBM Business Process Manager and DB2 for the Econet BPM environment
* Improved Systems Uptime and Availability for ZB Bank through the implementation of IBM ITM for the monitoring of ZB Server Infrastructure
* Improved Systems Uptime and Availability by Successfully Deploying and configuring IBM APM and SolarWinds NPM for the Monitoring of Kenac Server and Network Infrastructure and Applications
* Improved Systems Uptime and MTTRs for NetOne Cellular system through the suggestion and implementation of the SolarWinds NPM System
* Successfully Deployed the IBM ESB solution for ZB Bank and Steward Bank
* Migrating from old cisco network equipment to new router and firewall and switches for Kenac

**PROFESSIONAL EXPERIENCE**

**Kenac Computer Systems 01/2019 – Present**

**DataCenter Team Lead**

* Providing first and second level support for CISCO networking issues and network performance for the Kenac Datacenter and provide Uptime Reports for the datacenter.
* Manage Windows and Linux infrastructure of over 200+ VMWARE virtual machines for the Kenac Datacenter and Cloud Services environment.
* Provide and manage VMWARE virtual computing resources (storage, memory and CPUs) for clients in the Kenac Datacenter.
* Configure VLANs, PAT, NAT, Remote VPN and Site-to-site VPN on CISCO Routers, switches and NGFW Firewall for clients’ environment.
* Configure wireless access on CISCO 2504 Wireless Controller
* Build and maintain technical artefacts for various systems as an output of technical design workshops.
* Perform root cause analysis for problems that occur.
* Conduct Proof of Concepts for solutions to clients (VEEAM, IBM WAS, IBM BPM, and VMware ESX).
* Responsible for implementation networking solutions in line with design produced by Architects and providing first and second level support to clients on various systems.
* Responsible for performing, maintaining and managing the backup environment of the business in line with BCP plan
* Provide technical input to the problem management processes in line in ITIL standard.
* Deploy VMware ESXi onto new hardware
* Install New hardware (Servers, Storage, Routers, firewall and switches)
* Test Backups and make sure the available backups and backup policies are in line with the BCP plan
* Manage Active Directory, DNS and Group policy
* Oversee application implementation and configuration, patches, upgrades and maintenance, and ensure that application performance meets agreed SLAs and OLAs
* Coordinate and execute unplanned maintenance tasks, such as disaster recovery procedures, for production IT services to prevent and to minimize issues
* Develop and communicate training and documentation for end users
* Liaising with business stakeholders and customers, external solution providers, and IT stakeholders for application support specific requirements

**Kenac Computer Systems 01/2017 – 12/2018**

**Information Technology Support Assistant**

* Performed Windows 2012/16/19 Server installations and Administrations
* Coordinated REDHAT 6/7/8, CentOS 6/7/8 and UBUNTU Server deployments and administration for client’s PaaS Environments.
* Provided support for the internal IBM DOMINO mail system
* Developed training materials and conducting end user trainings for implemented systems.
* Responsible for infrastructure architecture design to increase systems performance for key clients’ projects including ZB Bank, Econet Wireless & Steward Bank
* Supported customer solutions such as IBM WAS, VEEAM Backup and Recovery and VMware ESXi and VCENTER.
* Responsible for daily systems’ administration of IBM Business Process Manager, IBM WebSphere App Server, virtual and Linux environments.
* Provided first level support for network outages and performance. Responsible for monitoring and implementing monitoring solutions for Servers and the networking environment
* Performed routine system checks to implement preventative and restorative measures

**PROJECTS COMPLETED**

* Steward Bank ESB Project, 2020
* Econet Wireless Bpm Project, 2018
* ZB Bank ESB Project, 2017
* ZB Bank Systems Monitoring Project, 2015
* Kenac Network Migration Project, 2020

**EDUCATION**

* Bachelor Of Science in Information Technology, Chinhoyi University Of Technology
* IBM Bpm V8.6 Certified Admin
* IBM WebSphere AppServer V8.5.5 Certified Admin
* Microsoft Azure Fundamentals
* The Open Group Certified: Togaf® 9
* ITIL Foundation V4 Certified
* Cisco Certified Network Associate (CCNA)
* Cisco Certified Network Professional - Enterprise
* LPI Linux Certified System Administrator
* Veeam Certified Engineer
* AWS SSA

**TRAINING AND PROFESSIONAL DEVELOPMENT**

* Veeam V10 Virtual Training, Zimbabwe, 2020
* IBM, WebSphere App Server Admin, Zimbabwe, 2018
* Project Management, Zimbabwe, 2018
* Red Hat OpenShift, 2022

**KEY TECHNICAL SKILLS**

* **Virtualization Systems**: VMware, Oraclevm, Hyper-V
* **Operating Systems:** RedHat Linux, Aix, Windows Server
* **Networks**: CISCO Routers, Cisco Asa and firepower Firewall, Cisco Switches, Vlans, Pat, Nat, IPsec Vpns,
* **Backup and Replication**: Veeam Backup and Replication, Vembu
* **Datacenter Monitoring and Reporting**: SolarWinds (NpM And Sam), Manage Engine, IBM Tivoli Monitoring, IBM Cloud App Manager, Veeam One
* **Webservers and AppServer**: IBM WebSphere App Server, IBM Http Server, Apache Webserver
* **Containers**: RedHat OpenShift Container Platform
* **Scripting:** Python

**REFERENCES**

* Available on Request