



## Contact

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## Education

2021  
**AWS cloud Practitioner**  
Pearson VUE

2018  
**Matric**  
Sir John Adamson High

2022  
**Fire Fighting Course**  
Scott - Safe

# France Tshimanagadzo Munyai

## IT Support Technician

Highly skilled and customer-focused IT Support Technician with 2 years of experience providing comprehensive technical assistance and troubleshooting for diverse hardware and software systems. Adept at diagnosing and resolving complex issues, collaborating with cross-functional teams, and delivering exceptional customer service. Seeking an opportunity to contribute technical expertise and problem-solving skills in a dynamic IT support role.

Completed AWS Cloud Practitioner Certification and continuing to work on self-improvement, currently working on my CompTIA N+ certification.

## Experience

### April 2024 - Present

#### Lightbeam Digital IT Support Technician

I have served as an IT Support Technician at Light Beam Digital, where I have been responsible for a wide range of IT-related tasks. The majority of my work involves providing remote technical support, ensuring seamless IT operations for our clients. Additionally, I maintain and troubleshoot IT infrastructure and occasionally respond to call-outs to assist dealerships with their IT needs. My experience has honed my ability to manage diverse technical issues effectively, both remotely and on-site.

### Feb 2023 - April 2024 rain

#### Junior Systems Administrator

As a Junior Systems Administrator, I am entrusted with critical responsibilities in managing an organization's computer systems and networks. My role encompasses overseeing server infrastructure, network components, and ensuring the smooth operation of hardware and software. In addition to providing user support and meticulous documentation maintenance, my focus on security involves implementing protective measures, ensuring regular updates, and adhering to compliance standards. Actively engaged in optimizing system performance, utilizing automation where applicable, and contributing to disaster recovery planning, my journey in mastering these responsibilities is well underway. This experience has significantly enhanced my knowledge and skills, allowing me to contribute effectively to the reliability and functionality of our IT infrastructure.

#### Key Projects:

**Ocular IP Migration:** We are currently in the midst of completing the migration process. I played a significant role in a crucial business system migration called Ocular IP. This extensive project included deploying new servers in Data Centers situated in both Joburg and Cape Town. Through close collaboration with external partners LBnetworks, we accomplished the successful migration of the entire Ocular IP platform to the recently installed servers.

**Nvidia GeForce Now Testing:** Played a key role in the testing phase of Nvidia's groundbreaking GeForce Now project, a pioneering initiative for South Africa. Engaging in an exciting exploration of video quality and latency in gaming, I contributed to ensuring a high-quality user experience. This project marked a significant milestone in testing and advancing gaming technologies in the region.

## Expertise

- Cloud Computing
- Active Directory
- Adaptability
- Technical Proficiency

## Language

English

Venda

May2022- Feb 2023

rain

### IT Technician

Collaborating within a team as an IT Technician, I played a pivotal role in driving key projects aimed at elevating our office's technological infrastructure. This involved the successful installation of CCTV cameras, overseeing the entire setup process from crimping network cables to configuring the recording server. Additionally, as part of a collective effort, I contributed to the establishment of a dedicated incident room, where I assembled a PC and set up multiple TVs for collaborative work during regional outages or cross-departmental meetings. My commitment to ensuring the optimal functionality of assets and equipment in this room was realized through daily checks and continuous team support.

Addressing common technical challenges faced by colleagues, I actively participated in team efforts to develop a troubleshooting manual, resulting in a noticeable reduction in daily support queries. Going beyond individual contributions, I consistently collaborated with the team to maintain functional boardroom equipment, facilitate new user onboarding with appropriate IT tools, and manage biometrics access for employees, including providing OpenVPN support. Emphasizing a collective approach, my role revolves around working within a team to deliver comprehensive IT solutions that enhance overall organizational efficiency.

### Key Projects:

**CCTV Installation:** Oversaw end-to-end installation of CCTV cameras, handling everything from crimping cables to server configuration, enhancing office security.

**Incident Room Setup:** Constructed a fully operational incident room with a custom-built PC and three TVs, fostering efficient collaboration during regional outages and departmental meetings.

**Troubleshooting Manual:** Developed a streamlined troubleshooting manual, effectively reducing daily support queries and enhancing colleagues' ability to address common technical challenges.

**Comprehensive IT Support:** Delivered daily assistance for hardware, network, and software issues. Maintained boardroom equipment, onboarded new users with necessary IT tools, and managed biometrics access, offering OpenVPN support for enhanced connectivity.

These initiatives reflect my dedication to proactive IT solutions and meticulous project management, contributing to overall organizational efficiency.

September 2019-2021

rain

### Customer Service Representative

Addressing product or service issues, troubleshooting challenges, and delivering top-notch customer support are integral aspects of my role. My routine responsibilities involve providing continuous technical support to customers, extending full assistance for both 4G and 5G inquiries. This encompasses aiding in installation, customization (like modifying SSID), handling maintenance tasks, and facilitating smooth migrations across the offered product range. The successful execution of these tasks demands a deep understanding of the product or service and the application of specific practical skills.

## Reference

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Systems Manager

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