

# Hainadine Chamane

103, PRETORIA ROAD, OLDHAM OL8 4NH

07442 288098 ~ hchamane@gmail.com

## ~ Personal Statement ~

My career accomplishments include more than 22 years of valuable experience, numerous voluntary certifications, and an unwavering team spirit. My professional experience includes monitoring and recording system performance, troubleshooting various problems, maintaining several organisations' IT systems for a consistent level of reliability, working closely with my colleagues, researching new technology, and successfully implementing that technology in my organisation's IT network and systems. I am a native Portuguese, fluent Brazilian Portuguese speaker, and Basic Spanish.

### Objectives

- ▶ My challenge is to continue my previous roles as a technician support and IT engineer, which I have done for the past 3 years.
- ▶ I have knowledge and experience in a wide range of technologies. I can play a crucial role in diagnosing hardware, and software problems and ensuring that quality solutions meet business objectives.
- ▶ Possessing a good team spirit, being deadline orientated, and having the ability to organise and present complex solutions clearly and accurately, I am looking for a suitable IT department or dynamic company that offers room for progression in roles as a field or desktop technician support (first, second or third line) and project manager.

### Professional Skills

- ▶ Ability to prioritise resolution of IT issues.
- ▶ Ability to prioritise and schedule tasks, pay attention to detail, and demonstrate good organisational skills.
- ▶ Ability and emotional intelligence to teach highly technical content to users with any level of experience.
- ▶ Ability to deliver quality customer service through both phone and face-to-face interactions.
- ▶ Good attention to detail and ability to show initiative
- ▶ Strong technical ability as it relates to the maintenance of hardware, software, and connectivity.
- ▶ Good people skills, capable of working with other's attitudes and opinions.
- ▶ Strong attention to detail with a professional commitment to high-quality work.

### Technical Skills-set

- ▶ Extensive IT infrastructure experience and thorough knowledge of IT hardware (servers, PCs, switches, printers, Telephone Systems, CCTV Systems).
- ▶ Experience in Windows Servers 2000/2003/2008/2012/2016/2019 and macOS. Microsoft Office 2003/2007/2010/2013/2016/
- ▶ Office 365, Azure and Cloud Antivirus.
- ▶ Active Directory, Group Policy, VPN, Firewalls.
- ▶ Strong networking concepts in cabling, cabinets, and patch panels.

### General skills

- ▶ Excellent interpersonal & communication skills, with a strong teamwork ethic.
- ▶ Strong attention to detail with a professional commitment to high-quality work.
- ▶ Good attention to detail and ability to show initiative.
- ▶ Solid troubleshooting skills with the ability to quickly identify and resolve issues.

### Key IT Knowledge

- ▶ ITIL Best Practice
- ▶ Windows
- ▶ Apple MacOS and Apple Servers
- ▶ Linux CentOS and Ubuntu OS
- ▶ SQL, HTML, CSS, SQL, C++

### Management Skills

- ▶ Management
- ▶ Planning
- ▶ Team Management
- ▶ Leadership
- ▶ Problem Solving

## ~ Work history ~

IT Support Engineer Servicecare, Oldham	September, 2021 – Present date
IT Engineer Texecom, Haslingden	August, 2019 – September, 2021
IT Service Support HCIT Service Delivery (Self Employment), Manchester	February, 2019 – August, 2019
IT Manager and Support Technician ITMed, Maputo – Mozambique	November, 2014 – September, 2018
Head of IT Department Miramar Television Network, Maputo – Mozambique	August, 2012 – October, 2014
IT Service Support Manager Barclays Bank Mozambique, Maputo – Mozambique	January, 2011 – July, 2012
IT Manager Miramar Television Network, Maputo – Mozambique	August, 2009 – December, 2011
IT Support Technician Community of Sant'Egidio, Maputo – Mozambique	January, 2009 – July, 2009
IT Technician / Team Leader 1 <sup>st</sup> -2 <sup>nd</sup> Line TISD, Lda, Maputo – Mozambique	February, 2007 – December, 2009
IT Support Technician IT.COM, Maputo – Mozambique	November, 2005 – January, 2007
IT Technician Mediabit, Maputo – Mozambique	November, 2003 – October, 2005
IT Data-processing technician Millennium BIM Bank, Maputo – Mozambique	July, 1999 – July, 2003
Croupier Casino Polana, Maputo – Mozambique	January, 1999 – June, 1999

## ~ Qualifications ~

ITIL Service Transition (ST) Course UDEMY	2019
ITIL Continual Service Improvement (CSI) Course UDEMY	2019
ITIL Foundation Course UDEMY	2019
Project Manager Certificate UDEMY	2019
SQL – MySQL for Data Analytic and Business Intelligence UDEMY	2019
Statistics for Data Science and Business Analysis UDEMY	2019
SQL for Newcomers – The Full Master Course	2019

UDEMY	
Azure Introduction to Cloud Service	2019
UDEMY	
Azure SQL	2019
UDEMY	
Google Analytics Certification	2019
UDEMY	
Google Analytics for Beginners	2019
UDEMY	
Project Design Certificate	2019
New Skills Academy	
Level 1 Programming Certificate	2019
New Skills Academy	
Level 1 C++ Certificate	2019
New Skills Academy	
Level 1 jQuery Certificate	2019
New Skills Academy	
Level 1 Java Certificate	2019
New Skills Academy	
Level 1 CSS Certificate	2019
New Skills Academy	
Level 2 HTML5 Certificate	2019
New Skills Academy	
Level 1 HTML Certificate	2019
New Skills Academy	
Level 1 Python Certificate	2019
New Skills Academy	
Certificate in Leadership and Management of High-Performance Teams	2012
PROCESS Consulting and Training	
MCSE Certification – Microsoft Certified System Engineer	2002-2003
<ul style="list-style-type: none"> <li>Administering a Microsoft SQL Database Infrastructure</li> <li>Implementing Microsoft Windows Server</li> <li>Implementing a Microsoft Windows Network Infrastructure</li> <li>Implementing and Administering Microsoft Exchange</li> <li>Implementing and Administering Microsoft Windows Directory Services</li> <li>Microsoft Windows Network and Operating Systems Essentials</li> </ul>	
RUMOS	
Management and Computer Science Course Frequency 2 <sup>nd</sup> Year	2013
Instituto Superior Monitor	
Computer Engineering and Telecommunications	2011
UP (Pedagogical University)	
Degree in Computer Engineering	2000 – 2003
ISCTEM	
College 11 -12 Class (Maths, Physic, Chemistry, Design)	1995 – 1999
Polana High School	
Secondary school 8-9 Class	1992 – 1994
Private School Isaac Newton	
Secondary school 8 <sup>th</sup> – 9 <sup>th</sup> Class	1990 – 1991
Polana Secondary School	
Primary School 1 <sup>st</sup> – 5 <sup>th</sup> Class	1985 – 1989
Private School Isaac Newton	

## ~ Hobbies and Interests ~

I am an active person, and I like getting outside as often as the weather permits. I enjoy spending time with my family and love photography, music, dance and travel.

## ~ References ~

Deepak Murji – Senior Manager  
Texecom  
dmurji@outlook.com  
07779 601109

Edgar Virgilio – General Manager  
EDMAR Group  
Edgar.virgilio@gmail.com  
+258 84 300 3710