

# Hainadine Chamane

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## ~ Personal Statement ~

I am MCs student in Computer Science at the University of Essex. Having worked in IT for the past 23 years, I have a wealth of knowledge, various volunteer certifications, and a strong sense of teamwork. My professional background includes keeping track of system performance, troubleshooting various issues, ensuring the reliability of systems in multiple organisations, collaborating closely with co-workers, researching new technology, and successfully integrating that technology into the IT network and systems of my organisation. I am a native of Portuguese 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 four 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.

### 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.

### Key IT Knowledge

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

### 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 related to hardware, software, and connectivity maintenance.
- ▶ Good people skills, capable of working with others' attitudes and opinions.
- ▶ Strong attention to detail with a professional commitment to high-quality work.

### 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.

### 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

## ~ Education ~

Studying MCs in Computer Science University of Essex	2023
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	

## ~ Hobbies and Interests ~

I am an energetic person who enjoys being outside whenever the weather permits. I enjoy reading, watching football, and spending time with my family. I also enjoy photography, music, dancing, and travelling. I am fascinated by technology, particularly how it can be leveraged to create organisational value.

## ~ References ~

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

Paul Giesberts – Head of IT  
Servicecare Support Services  
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07900 893701