

KUDAKWASHE TADERERA

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SUMMARY

Reliable and detail-oriented IT Support Specialist with hands-on experience in troubleshooting software, hardware, and network issues across business environments. Skilled in resolving end-user technical problems, maintaining system uptime, and supporting routine IT operations. Proficient in Windows environments, remote support tools, and ticketing systems, with a strong focus on user satisfaction and clear communication. Adept at onboarding users, setting up devices, and ensuring seamless day-to-day technology performance for hybrid and in-office teams.

EDUCATION

University of Illinois, Urbana-Champaign Master of Science in Technology Management (GPA – 4.00/4.00) <i>Honors: Beta Gamma Sigma – International Business Honor Society</i>	Aug 2024 – Jul 2025
Midlands State University, Harare, Zimbabwe Bachelor of Science in Management Information Systems (<i>Distinction</i>)	Jan 2018 – Nov 2021

PROFESSIONAL EXPERIENCE

IT Support Specialist - Paragon Express <i>Technical Environment: Windows 10/11, Microsoft 366 Admin Center, Teams, Outlook, SharePoint, Remote Desktop</i> At Paragon Express, I provided front-line IT support to internal staff across printing and logistics departments. I handled desktop troubleshooting, software setup, and ongoing tech maintenance to ensure smooth daily operations. <ul style="list-style-type: none">Provided technical support for over 50 internal users, resolving desktop, software, and network issues with a 95% same-day resolution rate.Set up and configured 30+ new devices, user accounts, and email setups using Microsoft 365 Admin and on-premises protocols.Maintained hardware inventory and responded to access requests for SharePoint and Teams, reducing IT support ticket volume by over 40% in 3 months.	Mar 2024 – Aug 2024
Technical Support Associate - Nashua Zimbabwe <i>Technical Environment: Windows Server, Sage Pastel, Microsoft Access, Outlook, Excel, Local Network Tools</i> At Nashua Zimbabwe, I supported technical teams by troubleshooting print server issues, monitoring Windows-based systems, and responding to end-user service requests from both HQ and remote branches. <ul style="list-style-type: none">Diagnosed and resolved 200+ hardware, printing, and login issues, reducing ticket escalations by 35% within the first year.Assisted with the setup of networked printers and workstations across departments, supporting over 15 field and office staff weekly.Monitored local servers and handled data backup tasks, contributing to 99% uptime of critical systems during key billing cycles.	Jan 2022 – Mar 2024

OTHER POSITIONS

✓ Remote Tech Support Assistant , Southern Region Trading Company	Feb 2021 – Nov 2021
✓ IT Analytics Intern , Zimbabwe Open University	Jan 2020 – Dec 2020
✓ Technology & Admin Assistant , Vanboer Trading Company	May 2015 – Dec 2017

TECHNICAL SKILLS

- Operating Systems & Platforms:** Windows 10/11, Windows Server, Active Directory, Office 365 Admin Center
- Support Tools:** Remote Desktop, Microsoft Teams, SharePoint, Outlook, TeamViewer, AnyDesk, Google Workspace
- Hardware & Network Support:** Printer Setup & Troubleshooting, LAN/WAN Basics, Networked Workstation Support
- Software & Systems:** Microsoft Office Suite, Sage Pastel, Microsoft Access, Basic SQL, Antivirus & Endpoint Sec Tool
- Troubleshooting & Maintenance:** End-User Support, Password Resets, Email Configuration, System Updates

CORE COMPETENCIES

Technical Troubleshooting | End-User Support | System & Software Maintenance | Incident Resolution | IT Documentation
Ticketing | Remote Support Tools | User Onboarding & Setup | Device Configuration | Helpdesk Communication