

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 365 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.	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.	Jan 2022 – Mar 2024

• 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.

• 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.

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