KUDAKWASHE TADERERA

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SUMMARY

Reliable and detail-oriented IT Support Specialist with hands-on experience supporting enterprise Windows environments and end-user technology operations. Skilled in troubleshooting hardware, software, identity access, and authentication issues, maintaining system uptime, and delivering efficient technical support in fast-paced environments. Proficient in Windows administration, Active Directory, Single Sign-On (SSO) technologies, and remote support tools, with a strong focus on incident resolution, secure access management, and user satisfaction. Experienced in onboarding users, configuring endpoints, and collaborating with cross-functional IT teams to support reliable, high-performing systems.

EDUCATION

University of Illinois Urbana-Champaign — Aug 2024 – Jul 2025
Master of Science in Technology Management *(GPA – 4.00/4.00)*
Honors: Beta Gamma Sigma – International Business Honor Society

Midlands State University, Harare, Zimbabwe — Jan 2018 – Nov 2021
Bachelor of Science in Management Information Systems *(Distinction)*

PROFESSIONAL EXPERIENCE

IT Support Specialist – Levi, Ray & Shoup (LRS) | On-site at Carle Health — Oct 2025 – Present
Technical Environment: Windows 11, EPIC Systems, Imprivata OneSign (SSO), Active Directory, Remote Desktop

Provide frontline IT support for enterprise users in a high-availability environment, ensuring secure access to business-critical applications and systems. Support endpoint configuration, identity access workflows, and authentication solutions while maintaining compliance with organizational IT standards.

- Installed and configured **500+** secure authentication devices and SSO software, improving workstation login efficiency by **30%** and reducing access-related downtime.
- Updated and maintained **1,000+** user access records, diagnosing and resolving recurring authentication and login issues in collaboration with application and infrastructure teams.
- Managed Windows endpoint imaging, software deployment, and configuration updates for **200+** devices, ensuring system reliability and security compliance.

IT Technical Support Specialist - Paragon Express — Oct 2022 – Aug 2024
Technical Environment: Windows 10/11, Microsoft 365 Admin Center, Teams, Outlook, SharePoint, Remote Desktop

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.

- Supported **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 environments using Microsoft 365 administrative tools.
- Maintained hardware inventory and managed access requests for SharePoint and Teams, reducing IT support ticket volume by over **40%** in 3 months.

OTHER POSITIONS

- ✓ **Student Coordinator,** University of Illinois Urbana-Champaign — Aug 2024 – Aug 2025
- ✓ **Technical Support Associate**, Nashua Zimbabwe — Jan 2022 – Oct 2022
- ✓ **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, Microsoft 365 Admin Center
- **Support & Access Tools:** Remote Desktop, ServiceNow, Microsoft Teams, Google Workspace, SSO Platforms
- **Hardware & Network Support:** Endpoint Setup, Peripheral Configuration, Networked Workstation Support
- **Software & Systems:** Microsoft Office Suite, Microsoft Access, Basic SQL, Endpoint Security Tools
- **Support Functions:** End-User Support, Imaging & Deployment, Password & Access Management, Email Configuration, System Updates

CORE COMPETENCIES

Technical Troubleshooting | Identity & Access Support | Windows Endpoint Management | End-User Support
Incident Resolution | Ticketing & Remote Support | User Onboarding & Device Configuration
System Documentation | Cross-Team Collaboration | Helpdesk Communication