Larry Nalawaku

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Professional Summary

Dedicated and skilled ICT professional with over 3 years of experience across desktop support, network support, and database administration. Proven ability to prioritize, manage, and resolve complex technical issues, providing excellent customer service and enhancing organizational efficiency. Known for effective communication, adaptability, and a proactive approach in delivering results in dynamic environments. Committed to continuous improvement and dedicated to supporting organizational goals through technical expertise and strong work ethics.

Professional Experience

Desktop Support, Network Support, Cloud Support, Database Admin
PNG Civil & Identity Registry
2024 – Present (Re-engaged)

- Provide desktop support and network support, ensuring smooth operations and addressing technical issues effectively.

- Manage and maintain databases, ensuring data integrity and accessibility for organizational needs.

- Deliver exceptional customer service and tailor communication to suit user needs.

- Apply problem-solving skills to identify and resolve technical issues in a timely manner.

- Utilize MS Office applications and other software for support and administrative tasks.

- Support organizational goals by adapting to changes and prioritizing tasks to meet deadlines.

Desktop Support, Network Support
PNG Civil & Identity Registry
2021 - 2023

- Supported desktop and network infrastructure, resolving issues for users and enhancing productivity.

- Provided ICT service delivery with a focus on meeting and exceeding service level agreements.

- Maintained strong interpersonal relationships, collaborating with team members and stakeholders.

- Demonstrated adaptability and resilience in a fast-paced environment, handling multiple tasks efficiently.

- Conducted troubleshooting and provided solutions for technical challenges, using critical thinking skills.

Technical Support Engineer
Whalecloud
2023 - 2024

- Offered ICT support and technical assistance, focusing on customer satisfaction and service excellence.

- Utilized knowledge of IT infrastructure and network management to troubleshoot and resolve issues.

- Implemented best practices in ICT support, ensuring compliance with security and operational standards.

- Analyzed processes and recommended improvements to enhance system performance and efficiency.

- Managed multiple projects simultaneously, displaying a strong work ethic and commitment to continuous improvement.

Skills

- Skilled in ICT desktop support service delivery with strong prioritization and deadline management.

- Excellent customer service skills, ensuring a positive experience for all users.

- Strong interpersonal skills, with a demonstrated ability to collaborate and influence effectively.

- Effective communicator, both orally and in writing, able to tailor communication to suit various audiences.

- Values diversity of thought, experience, and working styles, encouraging a collaborative environment.

- Exceptional problem-solving and critical thinking abilities.

- Achievement-focused and results-driven, consistently meeting or exceeding performance goals.

- Proficient in using computer software, including Microsoft Office applications.

- Adaptable and flexible in managing change.

Knowledge, Experience & Attributes

- ICT Service Desk Support: Over 3 years of hands-on experience in ICT service desk support and related activities.

- ICT Support and Service Delivery: Strong background in ICT support and service delivery, ensuring high-quality assistance.

- IT Infrastructure Management: Knowledgeable in IT infrastructure management processes, techniques, risks, and good practices.

- Network and Server Infrastructure: Basic knowledge and experience with network and server infrastructure, ensuring system stability.

- Process Analysis and Problem Resolution: Skilled in process analysis and problem-solving, working collaboratively with multiple stakeholders to achieve solutions.

- IT Security Principles: Familiar with information technology security principles and practices, helping protect systems and data.

- ICT System Management: Proficient in managing ICT systems, including deployments, monitoring, maintenance, and development.

- Planning and Prioritization: Experienced in planning, prioritizing, and making sound decisions to meet competing demands.

- Multitasking: Capable of handling multiple tasks, initiatives, and work programs concurrently.

- Continuous Improvement: Strong work ethic and commitment to continuous personal and professional growth.

- Professionalism: Demonstrates empathy, trustworthiness, ethics, transparency, and impartiality in all professional interactions.

Education

Bachelor's Degree of Science in Information Technology
Southwestern University PHINMA - Philippines
2015 - 2020

Certifications

- Google Cybersecurity
  https://coursera.org/verify/professional-cert/DS64QWV7VQRR
- Qualys Vulnerability Management

- Oracle Database Foundations
  https://coursera.org/verify/3FGGPAEYEL37

- Oracle Certified Foundations Associate

- Oracle Certified Foundations Associate AI

- Google Data Foundations
  https://coursera.org/verify/HK3JM6GBYUFQ

Personal Achievement

- **Developed a Python script leveraging AI** to optimize the file server by automating backup, deleting duplicate & suspicious files, and organizing files into appropriate folders. This process significantly improved server efficiency and streamlined file management.

- **Developed another Python script** to assist HR sort applicants' CVs.

- Assisted in setting up network & PCs for PNGCIR offices in the Highlands region & Lae.

Tech Familiarity

Operating Systems (OS) Environments

- Linux (CentOS, Ubuntu, Kali Linux)

- Shell scripting

- Windows 7, 8, 10, 11

- Windows Server

- Virtual Environments (Virtual Box, VMware, MS Hyper-V)

Languages

- Python

- SQL

- HTML, CSS, JavaScript (Full-stack)

- Java, C, C++

Software

- Windows Office

- Data Recovery (DiskDrill)

- Imaging Software (Clonezilla)

- Installation Tools (Rufus)

- Antivirus (Windows Defender, etc.)

- Password Removal Tools (Lazersoft)

Database Technologies

- Oracle Database

- Database Management Systems (DBeaver, DB Tool, SQL Plus, etc.)

- Microsoft SQL Server

Other Technologies

- AI – ChatGPT

- React JS Library

- Node JS

- Git

- GitHub

- Bootstrap

- VS Code & Other IDEs

- .NET Framework

References

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