**Blessing I. Lova**

IT SUPPORT TECHNICIAN

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# **SUMMARY/OBJECTIVE**

I am a skilled and knowledgeable Technician who has excellent installation, troubleshooting, and advanced knowledge of computer information technology. I possess excellent oral and written communication skills. I am a born ICT enthusiast, which gives me a direct, quick hint in problem-solving as to where a possible solution is needed. I have one and a half years of experience in the industry. I seek to improve and develop more relevant skills to showcase more of my undiscovered talents.

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| **WORK EXPERIENCE****Ruwa Local Board,** Ruwa — ICT Intern **AUGUST 2021-MAY 2022**  * Windows Server Administration (Disk Management and Monitoring of shared services) * Progress Database Administration * Network Administration, troubleshooting and problem solving * Problem-solving of all ICT related issues that arose * Sending of Bulk SMSs to clients * Diagnosis and repairing of Desktop PCs and laptops * Graphical designing of council graphical content * Sophos Firewall administration (authentication and approval/disapproval of access to the internet) * was a representative on the ICT Help Desk  Promun System Support (Unlocking locked users and troubleshooting & solving any causes of client and server system failure scenarios)**Info Relay Systems,** Msasa — IT Technician **AUGUST 2023 - PRESENT**  * LTE installations and fault attendance for Liquid Intelligent Technologies * WIFI Offloads Access Point Installation, configuration and fault attendance for Liquid Intelligent Technologies * Client and customer support for Metro Peech & Browne wholesalers * Client and customer support for Metro Wholesalers and Metro Hypermarket * Checkpoint Endpoint Antivirus monitoring on Servers and client machines * Fincon Accounting Software client support (installation, linking software to server, creating users and updating user roles) * Fincon Accounting Technical Support (Creation and edition of templates for fiscalisation) * Sophos firewall Administration (Internet Usage monitoring, authentication and approval/disapproval of access on the internet) * Remote client support though Anydesk and Team Viewer * Performing remote troubleshooting through diagnostic techniques and pertinent questions * Assigning roles and creating local accounts on servers and clients * Sage Pastel Accounting Technical Support (Installation, maintenance and troubleshoot) * Printer Setup, configurations, diagnosis and troubleshooting * Use of Firewall Administration tools and Network Management Consoles (Unifi Controller, Sophos Firewall Report Compiler and Cisco network monitoring utilities) * Microwave Link Radio configurations * Determining the best solution based on the issue and details provided by clients * Server Staging * Computer System Diagnosis and troubleshooting * Windows installation, Recovery, repair and upgrades * Cleaning and Servicing of Computers * Network Administration, troubleshooting and problem solving * Office 365 Administration * Performing Network Configurations * Problem-solving of all ICT related issues that arise * Consistent Internet Speed Monitoring to ensure minimised downtime of critical services running by taking possible measures that sustain availability  **CERTIFICATIONS/LICENCES** **ISC2 CYBERSECURITY ENTRY-LEVEL CERTIFICATION**  BRIEF SUMMARY OF ATTRIBUTES:   * Security Principles * Business Continuity (BC), Disaster Recovery (DR) & Incident Response Concepts * Access Controls Concepts * Network Security * Security Operations | **EDUCATION**  **Midlands State University**  Academic Excellence in Information Systems with a 2.1 Upper Second Class (Overall Score)    **Bcomm in Information Systems**  2019 - 2022  **Gweru, Midlands.**  **Trust Academy in collaboration with Midlands State University**  Academic Excellence in Management Information Systems with a Credit (Overall Score)    **Diploma in Management Information Systems**  2017 - 2018  **Harare.**  **TECHNICAL SKILLS**   * Installation & Troubleshooting * Networking * Credible knowledge of Office & 365 packages * Computer Diagnosis, Repair & Maintenance   **LANGUAGES**   * English * Shona     **SOFT SKILLS**   * Effective communicator * Team oriented * Problem-solving   **REFERENCES**  **Mr Pasura**  Assistant Systems Administrator  **Ruwa Local Board**  +263 773 122 626  joepasura@gmail.com  **Mr Mupfunde**  Managing Director  **Info Relay Systems**  +263 772 484 693  cliff@irs.co.zw |