

CURRICULUM VITAE

PERSONAL INFORMATION

COMESA Secretariat, Ben Bella Road, P.O Box 30051, Lusaka Zambia.

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Nationality: Zambian

Date of birth: 11th January, 1979

ABOUT ME

Experienced Information and Communication Technology (ICT) expert. Well organized, friendly, efficient, quick learner and performer, self-motivated, strong ability to plan, organize and prioritize work and meet deadlines on time.

With over seven years of experience, I have worked for the Common Market for Eastern and Southern Africa (COMESA) and in collaboration with several Member States in COMESA region as well as ICT users at the COMESA Secretariat.

OBJECTIVE

Seeking a challenging position and projects in the Information and Communication Technology Industry that offers professional growth while being resourceful, innovative and flexible.

ACCADEMIC QUALIFICATIONS

2003 - 2006 International University of Africa, Sudan
Acquired: Bachelor of Computer Studies in Information Systems
Major: Information Systems

1993 - 1997 Makeni Islamic Secondary, Lusaka, Zambia
Acquired: GCE, (General Certificate of Education)

OTHER RELEVANT TRAININGS

August 2011 ITIL v3 Foundation, APMG International

WORK EXPERIENCE

January 2017 – Present
Common Market for Eastern and Southern Africa (COMESA)

IT Support Officer

Duties and Responsibilities:

- Provide first level technical support on the applications of the Trade Facilitation Systems.
- Regularly updating the Trade Facilitation Systems websites with latest information;
- Training of stakeholders on the applications of the Trade Facilitation Systems in member states;
- Review the administrative and user guides for the Trade Facilitation Systems;
- Analyses user requirements, procedures, and problems to automate the Trade Facilitation Systems applications;
- Validate new enhancement developed for the Trade Facilitation Systems and by testing the enhancements;
- Maintain detailed documentation of the Trade Facilitation Systems applications;
- Advise on best practices for improving operational processes within the IT Service Management (ITSM) Framework;

- Assist in the analysis and design of other ICT Trade facilitation tools to enhance trade in the COMESA Member States
- Perform other related duties incidental to the work described herein in support of COMESA Programme.

July 2012 – December 2016

Common Market for Eastern and Southern Africa (COMESA)

IT Expert

Duties and Responsibilities:

- Conduct Business Requirements analysis and formulate systems requirement specifications on the Trade Facilitation Systems.
- Coordinate with Insurance and Customs Business Experts for quality assurance as required to implement and deploy business and technology solutions.
- Coordinate with Insurance and Customs IT Experts including leading technical design sessions, reviewing solution proposals, implementing quality assurance testing and providing first level support on these solutions once developed.
- Develop and Implement the Information and Communication Technology (ICT) Business Solutions for Trade Facilitation Systems in the COMESA Member States.
- Collaborate with key stakeholders such as Insurance Councils, National Revenue Authorities and Clearing Agents Associations in COMESA Member States, advising them on key architectural decisions concerning adopted systems, platforms, and all supporting technologies
- Provide technical support on COMESA Trade Facilitation Systems.
- Implement System integration solutions to integrate the Trade Facilitation Systems with National Insurance Systems of COMESA Member States;
- Provide technical support to user on COMESA Trade Facilitation Systems
- Conduct Research and Development on subjects in relation to ICT for Trade Facilitation Systems.

October 2009 – June 2012

Common Market for Eastern and Southern Africa (COMESA)

ICT Officer

Duties and Responsibilities:

- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults
- Replacing parts as required;
- Providing support, including procedural documentation and relevant reports
- Following diagrams and written instructions to repair a fault or set up a system
- Supporting the roll-out of new applications;

- Setting up new users' accounts and profiles and dealing with password issues
- Responding within agreed time limits to call-outs
- Working continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritizing and managing many open cases at one time
- Rapidly establishing a good working relationship with customers and other professionals, such as software developers
- Testing and evaluating new technology
- Conducting electrical safety checks on computer equipment.

March 2008 – April 2009

Common Market for Eastern and Southern Africa (COMESA)

IT Intern

Duties and Responsibilities:

- Installing and configuring computer hardware operating systems and applications
- Replacing parts as required;
- Conducting electrical safety checks on computer equipment.

September 2007 – March 2008

Makeni College of Education

Part time Information Technology Lecturer

- Delivered subjects (First Year Students): Introduction to PC Hardware and Software and Introduction to Microsoft Packages.

RESEARCH INTERESTS

- Application of ICT for sustainable economic and socio development
- Application of ICT for ecommerce, Trade facilitation, Single Window initiative and advance information for automated customs clearance
- Location Based Technologies (GIS,GSM, GPS,RFID)
- Implementation of ICT Open Source based solutions as affordable, flexible, and innovative solutions

LANGUAGES

English (fluent), Bemba (fluent), Nyanja (fluent),

HOBBIES

Surfing internet and reading on new IT technologies, reading technical books enjoy traveling and jogging.

REFERENCES

Mr. Joshua Amolo
Information System Analyst (Websites)
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