NICOLE MUSARA
Systems Engineer

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SUMMARY
Systems-focused IT graduate with hands-on experience in high-performance computing environments, Linux server administration, and enterprise IT support. Proven ability to maintain reliable and secure infrastructure through monitoring, troubleshooting, and documentation. Experienced in supporting technical teams and external clients in high-availability environments.

EXPERIENCE

Systems Engineer
Zimbabwe Centre for High Performance Computing (ZCHPC) — Harare, Zimbabwe
Nov 2025 – Present
• Administer and monitor Linux-based HPC and cloud infrastructure supporting AI research, scientific workloads, and enterprise use
• Perform system performance monitoring, diagnostics, and proactive troubleshooting to ensure high availability
• Support client onboarding by translating technical requirements into scalable cloud infrastructure solutions
• Assist with access control implementation and security best practices within shared computing environments

Resident Innovator
Zimbabwe Centre for High Performance Computing (ZCHPC) — Harare, Zimbabwe
Jul 2025 – Oct 2025
• Assisted in the configuration, deployment, and testing of national HPC and cloud infrastructure
• Conducted system monitoring, issue diagnosis, and performance tuning to improve service reliability
• Contributed to system documentation, deployment procedures, and operational guidelines

IT Technician
WildTech Solutions — Harare, Zimbabwe
Sep 2023 – Aug 2024
• Delivered technical support across hardware, software, network, and systems environments for diverse clients
• Diagnosed and resolved LAN/WAN, server, and workstation issues, minimizing downtime
• Supported patching, backups, and disaster recovery testing to improve infrastructure resilience
• Maintained incident logs and documentation to improve service desk efficiency

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SKILLS
Infrastructure & Systems: Linux (Ubuntu, CentOS), Windows Server, Virtualization (VMware, Proxmox), System Monitoring
Networking & Security: TCP/IP, DNS, DHCP, LAN/WAN, Firewalls, VPNs, Access Control, Backup & Disaster Recovery
Tools & Platforms: Docker, Git, SQL, Azure (Fundamentals), AWS (Exposure), Ticketing Systems
Scripting & Data: Python, Bash, Power BI

EDUCATION
Bachelor of Science (Honors) in Information Technology
Chinhoyi University of Technology — Zimbabwe
2021 – 2025 | Degree Class: Merit (Upper Second Class)

Master of Technology in Data Science and Analytics (In Progress)
Harare Institute of Technology — Zimbabwe
Aug 2025 – Present

CERTIFICATIONS
Mastering Big Data Analytics — Great Learning (2025)

REFERENCES

Mitchell Ringoziwa - Helpdesk Administrator, WildTech Solutions
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Raymond Zenda
Deputy Director - Applications, ZCHPC
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