

PRAISE JAKAZA

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SUMMARY

Goal-oriented first year student studying Computer Information Systems at Kwantlen Polytechnic University with a GPA of 3.78. Technology generalist with excellent communication and problem-solving skills gained from previous work experience. Self motivated and eager to learn more about computer hardware and software, with a goal to aid Copperleaf in creating more sustainable infrastructure.

SKILLS

- Troubleshooting computer hardware and software
- Proficient in C++
- Operating systems- Microsoft Windows, Linux, macOS.
- Basic network management

EDUCATION

Kwantlen Polytechnic University, Surrey, BC
Diploma in Computer Information Systems

January 2024-Present

Key Courses:

Computer Hardware and Software:

- Analyzed the general architecture of a computer resulting in being able to identify and troubleshoot computer hardware and software.
- Compared the differences between hardware used in enterprise, personal and mobile computing devices.

Introduction to Programming:

- Learned the core principles and architecture of computer programs.
- Acquired skills in requirements analysis and designing solutions, with a focus on structured programming and modular design methodologies.

System Analysis and Design:

- Analyzed several strategies, methodologies, and techniques of system analysis and design.
- Utilized object-oriented analysis and design to develop an application as part of a group project, showcasing strong teamwork skills.

Operating Systems Principles and Applications:

- Gained knowledge on the fundamentals of operating systems and utilities with a focus on Windows, UNIX, Linux and macOS.

WORK EXPERIENCE

Engineering for Kids, Vancouver, BC
STEM Instructor

April 2024-Present

- Aid pupils aged 5-12 to learn more about engineering through teaching and various activities, leading to knowledge growth.
- Foster an interest in different types of engineering such as: computer, civil, mechanical, and environmental engineering, resulting in many pupils choosing engineering as their future career.

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- Conduct two different curricula weekly while fostering a positive and respectful learning environment leading to a smooth delivery of the curriculum.
- Collaborate effectively as a team player with other instructors and guardians in providing pupil feedback to create a supportive community.
- Effectively solve challenges faced by pupils by showing empathy and using different teaching methods to accommodate different learning styles.

PF Immigration Services, Surrey, BC *Administrative Coordinator*

January 2024-March 2024

- Directed all administrative processes, and as a result enhanced workflow and improved efficiency.
- Maintained a high level of confidentiality when handling sensitive client information.
- Researched and kept up to date with new immigration policies to assist in the delivery of expert client experience and increased application success rate.

YouPro Contact, Harare, Zimbabwe *Sales Agent*

May 2023-October 2023

- Worked diligently in a fast-paced environment by managing a high volume of 350-400 calls daily.
- Effectively communicated and built relationships with customers in assisting them in learning about and purchasing YouPro's services, which increased sales by 10%.
- Consistently met, set, and exceeded weekly targets of 8 leads by applying expert product knowledge during sales calls.

VOLUNTEERING

- **Environmental Club Member, Marondera, Zimbabwe** January 2017-November 2022
 - Facilitated litter pickups and ran environmental awareness campaigns in the community for 6 years, earning a Service & Distinction Award for exceptional and dedicated service to the Environmental Club.
- **Club Treasurer at Leo Club, Marondera, Zimbabwe** October 2021-November 2022
(Lions Clubs International - Youth Division)
 - Ensured effective management of funds across the club's annual initiatives by prioritizing key plans to not exceed the annual budget.
 - Passionately served members of the local community including those in the orphanage, old people's home, and less privileged children of St Francis School Zimbabwe through donations and activities, contributing to creating a safe environment.