

## Ms Tawanda Thomas

Cellphone :+353 89 403 2318

Physical address : Two Gateway, East Wall Road, Dublin 3, Ireland

Email : [tawahtom@gmail.com](mailto:tawahtom@gmail.com)

LinkedIn profile: <https://www.linkedin.com/in/tawanda-thomas-301657b7/>



## Professional Profile

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A Computing with Finance graduate who is capable of helping clients make better business decisions by enabling them to perform to higher standards by analyzing datasets and uncovering trends and insights that are subsequently used to make informed business decisions, monitoring and maintaining the computer systems and networks, installing and configuring computer systems, diagnosing hardware and software faults and solving technical and applications problems.

## Key Skills

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- Programming languages: Python, R
- Data Visualization: Tableau, Power Bi
- Knowledge of Query languages: SQL
- Microsoft Office: Word, Excel, PowerPoint
- Windows server Administration
- Database Technologies: MySQL
- Data manipulation
- Data cleaning
- Data entry

## Education

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**BSc Computing with Finance (Computer science, finance, Maths)**

2011 - 2015

**University of Botswana**

**Obtained grade: Second class, Upper division, 2(i)**

## Additional Education

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### Coursera

- Google Data Analytics Professional Certificate

### International TEFL and TESOL Training

- Certificate in Teaching English as a Second Language

### DataCamp

- Intermediate SQL Queries

### Simplilearn

- Tableau Training

## Work Experience

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### IT officer

Feb 2018 – Apr 2022

### BOCRA (based in New Kanagas Primary School)

- installation maintenance and administration of software systems and computer network
- offer user support to teachers and students
- collect and evaluate data, interpret data, and analyze results to provide ongoing reports in the school
- turn data into information to assist management in decision making
- ensuring that data reports are accurate and pay attention to detail.
- setting up new desktops
- Maintain the printers, photocopiers, laptops and desktops, network troubleshooting.
- Interact with external IT Support providers to log and escalate issues.
- Add new users, change passwords, delete users, set group policies

Tawanda Thomas

## **Data Capture Assistant**

**Mascom Wireless (MIC call center)**

**April 2016 – Jan 2018**

- Receiving calls from customers for sim registration and calling customers for sim card information verification.

## **IT Support Technician Volunteer**

**Ministry of Local Government and Rural Development**

**Oct 2015 – Jan 201**

- System administration management of user accounts (adding, modifying and disabling/deleting users)
- Installation of applications
- Troubleshooting system and network problems and solving hardware/ software

## **IT Officer**

**May 2014- July 2014**

**Sekgoma Memorial Hospital (Industrial Attachment)**

- setting up new users' accounts and profiles and dealing with password issues;
- talking to 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;
- Formatting computers;
- Adding new computers to the domain and connecting them to the internet.

## **Key Competencies**

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- Excellent verbal and written communication skills.
- Critical and analytical thinking
- Ability to work with minimum supervision in a busy environment.
- Attention to detail
- Time management
- Team player