

The Director – Human Resource

Zambia Revenue Authority

Human Resource Department

P. O. Box 35710

Lusaka

RE: Application for a job as Assistant ICT Officer Operations

Dear Sir/Madam,

I am applying for the IT Assistant position I saw posted on Go Zambia jobs for Assistant ICT Officer Operations at Zambia Revenue Authority. The attached resume has a complete look at my work experience and training but here are a few highlights of my career so far.

I have a bachelor's degree in Computer Management and one year of experience working as an IT Assistant where I held a position at the help desk. My responsibilities included answering phone calls, emails and using live chat to provide support for network users. I have experience configuring hardware and software, tracking inventory and developing contingency plans to use in the event of a network failure. My experience also includes operating office equipment such as fax machines, copies, processing mail, preparing data spreadsheets, graphs and charts.

I have the ability to keep accurate documentations for all services I provide and I always offer friendly and professional customer service. I have the ability to assist with upgrades and to perform regular maintenance checks to ensure systems are functioning properly. I have excellent organizational and multi-tasking skills and the ability to work independently or with a team. I possess excellent research skills, the ability to evaluate and solve problems and the ability to make good decisions when working under pressure. I recently graduated from University in September and waiting for my documents to be processed next month.

I would like to meet with you in person to discuss this position in more detail and how I can be a great addition to your team. An intern position is also ok because all I want is to gain more experience. Please call (+260)-973-414167 to set up an interview.

Respectfully,

Joshua Chabe.

CV

Joshua N. Chabe

Phone: +260 - 9673 – 91952

Address: Lusaka, Zambia

Email: joshuachabe02@gmail.com

Date of Birth: January 25, 1998.

OBJECTIVE

Customer-focused professional who uses excellent communication and problem-solving skills to quickly and courteously resolve customer issues. Provides wide range of experience in providing technical support to end users in Lean manufacturing, quality driven manufacturing environment.

Seeking a challenging career with a progressive organization that can benefit from my technical skills and abilities in the field of information technology (IT).

SKILLS

- Hardware troubleshooting
- Microsoft Word, Excel, PowerPoint, Access, Outlook, Active Directory, Syteline.
- Network troubleshooting
- Programming (Java, C++, Visual Basic, Android Programming Language)
- Microsoft Office
- Adobe Creative Suite (Photoshop, InDesign, After Effects, Dreamweaver)
- Excellent written and verbal communication skills
- Highly organized and efficient
- Ability to work independently and as part of a team
- Proven leadership skills and ability to motivate

EDUCATION

Bachelor of Science in Information and Computer Management (2018 – 2022)

Bachelor of Science with Education in Mathematics(2020-2022)

Rusangu University

Southern province, Monze.

WORK EXPERIENCE

Information Technology Assistant

Swift Corporations (April 2021 – May 2020)

- Performed help desk troubleshooting and problem resolution for end-user application software, hardware, and remote access connectivity supporting over 100 personal computers.

- Maintained server rooms in two manufacturing facilities.
- Responded to helpdesk calls and documented solutions.
- Trained users in PC hardware/software and networks.
- Handled all network documentation, drawings, IP address assignments, and logging.
- Maintained all phone system hardware and software, as well as network and mainframe security.
- Performed software updates; ensured all purchased software was in compliance with licensing requirements.

Network support (Intern)

Simon Mwansa Kapwepwe Airport (August 2019 – Oct 2019)

- Provided Level 1 network support
- Assisted in installing of an upgraded network system and controlled network traffic.

IT and Math Teacher

Tick School. (May 2021 – August 2021)

- Provided Level 1 assistance
- Taught secondary level math and Computer Studies.
- Formulated lesson plans to achieve the objective.

REFERENCES

Available upon request.



20161015-2022-04-27-88564

Rusangu University

PARTIAL TRANSCRIPT OF RESULTS

P O Box 660391, TEL: 260 3 255471
MONZE - ZAMBIA

Student Name: Joshua Ngaluka Chabe

StudentID No.: 20161015

Study: Bachelor of Arts in Computer Management Information System with Education

Major: BA Ed Computer and Management Information Systems

Minor: Mathematics - Minor

Sex: Male

APRIL - MAY 2016 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
ACCT 111	FUNDAMENTAL TO ACCOUNTING I	C	4	8
ACCT 1120	FUNDAMENTAL OF ACCOUNTING II	D	0	0
EDFN 112	EDUCATIONAL AND PROFESSIONAL ETHICS	C	4	8
EDTE 118	INFORMATION AND COMPUTER TECHNOLOGY IN EDUCATION	C	3	6
ENGL 111	INTRODUCTION TO WRITING SKILLS	C+	3	6.99
GEWE 101	GENERAL WORK EXPERIENCE	S	0	0
MATH 181	BUSINESS ALGEBRA	B+	4	13.32
OFTE1240	KEYBOARDING	S	0	0
PSYC1010	INTRODUCTION TO PSYCHOLOGY	D	0	0
TOTAL POINTS			18	42.31
GRADE POINT AVERAGE (GPA)				2.35
CUMULATIVE GRADE POINT AVERAGE (GPA)			18	2.35

DECEMBER 2016 - JANUARY 2017 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
CONV 100	CONVOCATION	S	0	0
MATH 121	DISCREET MATHEMATICS	C+	4	9.32
TOTAL POINTS			4	9.32
GRADE POINT AVERAGE (GPA)				2.33
CUMULATIVE GRADE POINT AVERAGE (GPA)			22	2.35

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Mrs. Earlymay Chibende

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APRIL - MAY 2017 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
ACCT 112	FUNDAMENTAL OF ACCOUNTING II	B	4	12
CONV 100	CONVOCATION	S	0	0
HLED 110	HEALTH PRINCIPLES	C	3	6
PHYS 105	CONCEPTS OF PHYSICAL SCIENCE	C	3	6
RELT 206	CHRISTIAN BELIEFS I	C+	3	6.99
TOTAL POINTS			13	30.99
GRADE POINT AVERAGE (GPA)				2.38
CUMULATIVE GRADE POINT AVERAGE (GPA)			35	2.36

AUGUST - SEPTEMBER 2017 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
CONV 100	CONVOCATION	S	0	0
COSC 240	DATA COMMUNICATION AND NETWORKS	B-	4	10.68
EDFN 102	PRINCIPLES OF CURRICULUM	F	3	0
ELCT 111	BASIC ELECTRONICS	C+	4	9.32
TOTAL POINTS			11	20
GRADE POINT AVERAGE (GPA)				1.82
CUMULATIVE GRADE POINT AVERAGE (GPA)			46	2.23

DECEMBER 2017 - JANUARY 2018 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
CONV 100	CONVOCATION	S	0	0
INSY 263	FILE MANAGEMENT AND DATABASE DESIGN	B-	4	10.68
INSY 336	MICRO COMPUTER APPLICATIONS	C	4	8
PSYC 302	EDUCATIONAL PSYCHOLOGY	C	3	6
RELT 107	CHRISTIAN BELIEFS II	C+	3	6.99
TOTAL POINTS			14	31.67
GRADE POINT AVERAGE (GPA)				2.26
CUMULATIVE GRADE POINT AVERAGE (GPA)			60	2.24

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APRIL - MAY 2018 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
COMM 113	COMMUNICATION SKILLS	B-	3	8.01
CONV 100	CONVOCATION	S	0	0
COSC 161	PROGRAMMING USING C++	C+	4	9.32
COSC 162	DATA STRUCTURE AND ALGORITHMS	B-	4	10.68
COSC 255	Course-code Mismatch	C		0
EDAD3300	POLITICS OF EDUCATION	F	0	0
EDFN 216	CURRICULUM DEVELOPMENT AND IMPLEMENTATION	C	3	6
EDPC 221	EDUCATIONAL GUIDANCE AND COUNSELLING	C	3	6
EDPC 410	EDUCATION AND PSYCHOLOGY OF THE EXCEPTIONAL CHILD	C+	3	6.99
INSY 228	COMPUTER ETHICS	C+	4	9.32
TOTAL POINTS			24	56.32
GRADE POINT AVERAGE (GPA)				2.35
CUMULATIVE GRADE POINT AVERAGE (GPA)			84	2.27

AUGUST - SEPTEMBER 2018 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
CONV 100	CONVOCATION	S	0	0
COSC 241	JAVA PROGRAMMING	C	4	8
TOTAL POINTS			4	8
GRADE POINT AVERAGE (GPA)				2
CUMULATIVE GRADE POINT AVERAGE (GPA)			88	2.26

DECEMBER 2018 - JANUARY 2019 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
CONV 100	CONVOCATION	S	0	0
COSC 308	OBJECT ORIENTED DESIGN AND PROGRAMMING	C+	4	9.32
COSC2800	LANS AND WANS	D	0	0
EDTE 322	INSTRUCTIONAL MEDIA AND TECHNOLOGY	C	3	6
HIST 100	HISTORY OF WORLD CIVILIZATION	C	3	6
TOTAL POINTS			10	21.32
GRADE POINT AVERAGE (GPA)				2.13
CUMULATIVE GRADE POINT AVERAGE (GPA)			98	2.24

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DATE: 7 APR 2022



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APRIL - MAY 2019 RESULTS

COURSE CODE	COURSE TITLE
CONV 100	CONVOCATION
COSC 461	OPERATING SYSTEMS
EDFN 124	HISTORICAL & COMPARATIVE STUDIES IN EDUCATION
INSY 317	BASIC UNIX ADMINISTRATION
TOTAL POINTS	
GRADE POINT AVERAGE (GPA)	
CUMULATIVE GRADE POINT AVERAGE (GPA)	

Grade	Credits	Points
S	0	0
C+	4	9.32
C	3	6
C	4	8
	11	23.32
		2.12
	109	2.23

AUGUST - SEPTEMBER 2019 RESULTS

COURSE CODE	COURSE TITLE
CONV 100	CONVOCATION
INSY 251	WEB TECHNOLOGIES
INSY 332	SYSTEMS DEVELOPMENT USING VISUAL BASIC
MATH 161	MATHEMATICAL METHODS I
RELT 208	INTRODUCTION TO CHRISTIAN ETHICS
TOTAL POINTS	
GRADE POINT AVERAGE (GPA)	
CUMULATIVE GRADE POINT AVERAGE (GPA)	

Grade	Credits	Points
S	0	0
B-	4	10.68
C+	4	9.32
B	4	12
C+	3	6.99
	15	38.99
		2.6
	124	2.28

DECEMBER 2019 - JANUARY 2020 RESULTS

COURSE CODE	COURSE TITLE
CONV 100	CONVOCATION
COSC 280	LANS AND WANS
EDAD 330	POLITICS OF EDUCATION
INSY 480	SYSTEMS ANALYSIS AND DESIGN
MATH 125	ANALYTICAL GEOMETRY AND MATRIX THEORY
TOTAL POINTS	
GRADE POINT AVERAGE (GPA)	
CUMULATIVE GRADE POINT AVERAGE (GPA)	

Grade	Credits	Points
S	0	0
C	4	8
C	3	6
C	4	8
C+	4	9.32
	15	31.32
		2.09
	139	2.26

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INSY 317	BASIC UNIX ADMINISTRATION
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GRADE POINT AVERAGE (GPA)	
CUMULATIVE GRADE POINT AVERAGE (GPA)	

Grade	Credits	Points
S	0	0
C+	4	9.32
C	3	6
C	4	8
	11	23.32
		2.12
	109	2.23

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RELT 208	INTRODUCTION TO CHRISTIAN ETHICS
TOTAL POINTS	
GRADE POINT AVERAGE (GPA)	
CUMULATIVE GRADE POINT AVERAGE (GPA)	

Grade	Credits	Points
S	0	0
B-	4	10.68
C+	4	9.32
B	4	12
C+	3	6.99
	15	38.99
		2.6
	124	2.28

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COURSE CODE	COURSE TITLE
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TOTAL POINTS	
GRADE POINT AVERAGE (GPA)	
CUMULATIVE GRADE POINT AVERAGE (GPA)	

Grade	Credits	Points
S	0	0
C	4	8
C	3	6
C	4	8
C+	4	9.32
	15	31.32
		2.09
	139	2.26

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COURSE CODE	COURSE TITLE	Grade	Credits	Points
CONV 100	CONVOCATION	S	0	0
EDFN 118	PHILOSOPHY OF CHRISTIAN EDUCATION	B	3	9
INSY 205	MANAGEMENT INFORMATION SYSTEM	C+	4	9.32
MATH 145	SET THEORY AND LOGIC	B-	4	10.68
MATH 162	MATHEMATICAL METHODS II	B	4	12
TOTAL POINTS			15	41
GRADE POINT AVERAGE (GPA)				2.73
CUMULATIVE GRADE POINT AVERAGE (GPA)			154	2.3

AUGUST - SEPTEMBER 2020 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
EDAD 422	EDUCATIONAL PLANNING, ADMINISTRATION AND MANAGEMEN	C	3	6
ENGL 112	INTRODUCTION TO RESEARCH WRITING	B-	3	8.01
MATH 252	STATISTICS II	B	4	12
TOTAL POINTS			10	26.01
GRADE POINT AVERAGE (GPA)				2.6
CUMULATIVE GRADE POINT AVERAGE (GPA)			164	2.32

DECEMBER 2020 - JANUARY 2021 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
CONV 100	CONVOCATION	U	0	0
EDFN 122	SOCIOLOGY OF EDUCATION	B	4	12
EDRM 434	INTRODUCTION TO EDUCATIONAL RESEARCH METHODS	C	4	8
MATH 211	CALCULUS I	B-	4	10.68
MATH 251	Course-code Mismatch	B		0
TOTAL POINTS			12	30.68
GRADE POINT AVERAGE (GPA)				2.56
CUMULATIVE GRADE POINT AVERAGE (GPA)			176	2.34

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APRIL - MAY 2021 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
ACCT 358	ACCOUNTING SOFTWARE PACKAGES	B-	4	10.68
CONV 100	CONVOCATION	U	0	0
EDFN4360	SEMINAR ON INTEGRATION OF FAITH AND LEARNING	S	0	0
EDFN4380	SEMINAR ON TEACHING PRACTICE	S	0	0
EDTE 320	PRINCIPLES, METHODS OF TEACHING & CLASS MANAGEMENT	B-	4	10.68
EDTE 412	CLASSROOM TESTING AND EVALUATION	B-	4	10.68
EDTE 440	TEACHING PRACTICE	B+	3	9.99
EDTE 453	SPECIAL METHODS IN TEACHING COMPUTER AND MANAGEMEN	A-	3	11.01
MATH 212	CALCULUS II	C+	4	9.32
MATH 311	CALCULUS III	C	4	8
MATH 363	STATISTICAL PACKAGES	C	4	8
TOTAL POINTS			30	78.36
GRADE POINT AVERAGE (GPA)				2.61
CUMULATIVE GRADE POINT AVERAGE (GPA)			206	2.38

DECEMBER 2021 - JANUARY 2022 RESULTS

COURSE CODE	COURSE TITLE	Grade	Credits	Points
PSYC 101	INTRODUCTION TO PSYCHOLOGY	C+	3	6.99
TOTAL POINTS			3	6.99
GRADE POINT AVERAGE			3	2.33
CUMULATIVE GRADE POINT AVERAGE (GPA)			209	2.38

TOTAL COURSE CREDITS	209
TOTAL POINTS	496.6
CUMULATIVE GRADE POINT AVERAGE (GPA)	2.38
DEGREE CLASS	Credit

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Mrs. Earlymay Chibende

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