CURRICULUM VITAE

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SHAZLYNE NDLOVU
SYSTEM ADMINISTRAION

PROFILE

Motivated **System Administrator** adept at collaborating with customers, team members and project leaders to accomplish systems repairs, troubleshooting and updating tasks according to timeline. Solid understanding of the full development life cycle. Able to work with a wide range of front- and back-end technologies to **evaluate and test software. Skilled at contributing to design, development, and implementation** as a conscientious, upbeat, and knowledgeable team member. Full understanding of **PHP, PYTHON, LINUX, JIRA, HTML&CSS and MYSQL** developed during education and work experiences. Eager to learn more about all aspects of software engineering in a growth-oriented position, specializing in **Data and System Analysis environments** with some knowledge of business intelligence and data science development.

WORK EXPERIENCE

START DATE: FEBRUARY 2021 – TO DATE
CLICKNPAY INVESTMENTS – HARARE PROVINCE
SYSTEMS ADMINISTRATOR AND CUSTOMER SERVICE SUPERVISOR

Responsibilities
- Installing, configuring, and maintaining computer systems, servers, network devices, and software applications.
- Managing user accounts and access controls, granting permissions, and ensuring data privacy and security.
- Installing, configuring, and maintaining computer systems, servers, network devices, and software applications.
- Troubleshooting hardware and software issues, diagnosing and resolving technical problems promptly.
- Implementing and maintaining backup and encryption solutions to protect data from unauthorized access.
- Develop expertise to train staff on new technologies.
- Reporting on product/service performance and reconciliation.
- Monitoring system performance, ensuring reliability, availability, and security of systems and networks.
- Monitor database usage.
- Performing regular system backups, implementing disaster recovery plans, and ensuring data integrity and backup/restore procedures.
- Build an internal wiki with technical documentation, manuals and IT policies.

➢ Staying up to date with technological advancements, attending training sessions, and acquiring certifications to enhance technical skills.

CUSTOMER SERVICE SUPERVISOR

Responsibilities

➢ Training and coaching customer service representatives on product knowledge, communication skills, and customer service protocols.
➢ Setting performance goals and targets for the team.
➢ Handling escalated customer inquiries or complaints that the representatives are unable to resolve.
➢ Analyzing customer feedback and data to identify areas for improvement and implementing strategies to enhance customer satisfaction.
➢ Collaborating with other departments, such as sales or marketing, to ensure a seamless customer experience.
➢ Supervising and monitoring customer service representatives' phone calls to ensure quality and adherence to company standards.
➢ Implementing and enforcing call center policies and procedures, such as call handling protocols, call escalation processes, and adherence to scripting or guidelines.
➢ Training and coaching representatives on effective call handling techniques, active listening, empathy, and professionalism.
➢ Monitoring call queues to ensure appropriate staffing levels and minimal wait times for customers.
➢ Managing scheduling, staffing, and work assignments within the customer service team.

Achievement:
I achieved a remarkable milestone in my professional career under the customer service! I successfully established a new customer service department from scratch, which did not exist before. By providing exceptional assistance and showing empathy towards customers, I was able to significantly increase the volume of customers we served. This not only attracted a large number of customers but also greatly benefited the organization. We consistently exceeded our daily targets set by stakeholders , leading to me getting a promotion to the role of Customer Service Supervisor as the company grew.

START DATE: JANUARY 2020 – DECEMBER 2021
ENTIRE OFFICE SYSTEMS – HARARE PROVINCE
GRADUATE TRAINEE

Responsibilities
➢ Developing web application systems **Angular Web framework, AngularJS**.
➢ Following orders of the seniors and producing good work.
➢ Learning on the job and accumulating as much experience and practical knowledge as possible.
➢ Assist the managers and heads of the departments in various functions.
➢ Keep up with the latest developments in the field of work.
➢ Developing decision-making, analysing and troubleshooting skills while on the job.

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START DATE: FEBRUARY 2019 – SEPTEMBER 2019
MUZINDA HUB – HARARE PROVINCE
PROJECT COORDINATOR

OBJECTIVES:
- ✓ Increase the girls' knowledge of **ICT**.
- ✓ Improve the girls' existing attitude towards coding, computers, and technology.
- ✓ Increase the girls' confidence and self-esteem in using **ICT**.
- ✓ Improve the girls' existing attitude towards **STEM** subjects and future **STEM** careers.
- ✓ Increase and improve the girls' existing attitude towards entrepreneurship.

Responsibilities
- ➤ Work closely with the **Training Facilitators** to ensure that learners receive the best content.
- ➤ Find creative and innovative ways to bring the lessons being taught to life and also relevant and understandable to the students.
- ➤ Manage the performance of **Training Facilitators**, ensuring they are assisting the students to the best of their ability, as well as ensuring they are comfortable with the content they are sharing and teaching the students with.
- ➤ Submit weekly **Monitoring and Evaluating** student progress reports to the project manager.
- ➤ Monitor the taking of registration of assigned students by the **Training Facilitators**, before and after each training session.
- ➤ Identify any training gaps and implement strategies on closing the gaps during the training program.

START DATE: SEPTEMBER 2019 – JANUARY 2020
MUZINDA HUB – HARARE PROVINCE
SASAI TRANSLATOR – LANGUAGE TRANSLATED: SHONA

Responsibilities:
- ➤ Converting **English text** into **Shona** language for both **Android** and **IOS software** on the **Sasai** application.
- ➤ Ensuring translated texts conveys original meaning.
- ➤ Follow up with internal team members and clients to ensure translation meets their needs.
- ➤ Edit content with an eye toward maintaining its original format (e.g. font and structure).
- ➤ Proofread translated texts for grammar, spelling, and punctuation accuracy.
- ➤ Cross-reference specialised dictionaries and translation tools to check quality of translation.

START DATE: OCTOBER 2016 - MARCH 2017
NEWPOINT ELECTRONIC SOLUTIONS – WINDHOEK, KHOMAS
INTERNSHIP

Responsibilities
- ➤ Creating reports using **Oracle Business Intelligence** (**BIEE 11g**).
- ➤ Creating applications using **Oracle JDeveloper 12c** (**ADF** components) with **SQL Developer** for database support.
- ➤ Coordinate database and system development and determine project's scope and limitations.
- ➤ Reviewing project plans and coordinate project activities.
- ➤ Developing databases that support web application and modify existing databases.
- ➤ Developing Support System for customer care department
- ➤ Provided staff with assistance solving computer related problems, such as malfunctions, network failure and updating computer applications.
- ➤ Identified problems uncovered by testing or customer feedback and correct problems or refer problems to appropriate personnel for correction.

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➢ Analyzing user needs and software requirements to determine feasibility of design within time and cost constraints.

Technical Skills & Abilities:
- ✓ Agile Methodology
- ✓ JIRA
- ✓ Confluence
- ✓ Test Planning
- ✓ Manual Testing
- ✓ MySQL
- ✓ Front-End programming
- ✓ LINUX
- ✓ Basic knowledge of **Oracle BIEE11g** and **Oracle JDeveloper 12c**

Soft Skills & Abilities:
- ✓ Problem solving
- ✓ Customer oriented.
- ✓ Strong time-management and prioritization.
- ✓ Written and verbal communication.
- ✓ Analytical thinking
- ✓ Conflict Management & Resolution
- ✓ Excellent attention to detail.
- ✓ Data Entry.
- ✓ Project Planning.
- ✓ Faster Learner.
- ✓ Leadership.
- ✓ Team Work Skills.
- ✓ Excellent ability to analyze and observe the functioning of various departments.

EDUCATION & QUALIFICATIONS

START DATE: JANUARY 2013 – NOVEMBER 2016
THE INTERNATIONAL UNIVERSITY OF MANAGEMENT
BACHELOR IN BUSINESS INFORMATION SYSTEMS

CERTIFICATIONS
- **Electronic Data Processing**: Certificate awarded by **Ministry of Higher and Tertiary Education**
- **Python Development**: Certificate awarded by **Muzinda Hub and Treehouse**
- **Entrepreneurship Training**: Certificate awarded by **Ubuntu Equity and Muzinda Hub**
- **Python for Data Science and Machine Learning:** certificate awarded by **Udemy**
- **Software Testing:** certificate awarded by by **Udemy**

START DATE: JANUARY 2012-JULY 2012
TRUST ACADEMY
'O' LEVEL CERTIFICATE

5 O LEVELS INCLUDING ENGLISH

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CONTACT NAME	ORGANISATION & JOB TITLE	CONTACT DETAILS
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