William S. Mweemba

Plot 41, Eucalyptus Avenue,
Avondale, Lusaka, Zambia.
+260 979 645 911
wmweemba@gmail.com

SUMMARY

MARITAL STATUS: MARRIED
NATIONALITY: ZAMBIAN
DATE OF BIRTH: 5TH OCTOBER 1988
ID: 954441|11|1

A results-driven ICT professional with over 10 years of experience in leading transformative IT projects, including core banking system migrations, mobile banking platform implementations, and digital financial services rollout. Proven expertise in managing end-to-end project lifecycles, from scoping and implementation to testing and post-go-live support, ensuring timely delivery within budget and scope. Skilled in collaborating with cross-functional teams, third-party vendors, and stakeholders. to drive organizational goals. Passionate about leveraging technology to drive financial inclusion and empower communities across Africa.

SKILLS

TECHNICAL: CISCO IOS, Huawei VRP, VM Ware Virtualization, Windows Active Directory Administration, Nimble Storage Administration, Network Firewall Administration, Ruckus Wireless Administration, Solar Winds Network Monitoring, Digital Marketing Principals, MS SQL. Comprehensive knowledge of Networking Concepts.
OPERATING SYSTEMS: Windows 7, Windows 8, Windows 10, Linux/Unix, Windows Server 2012/2016, MAC OS.
APPLICATIONS: Microsoft Office, Office 365 Suite, VMWare VCenter, MS SQL Server.
OTHER: knowledge of pc setup/hardware, installation and upgrade. Accurate documentation skills. Excellent communication skills (verbal and written).
ADDITIONAL AREA OF EXPERTISE: Customer support. Network Monitoring (LAN/WAN). End-to-end troubleshooting. Netflow analysis. Vendor management, Storage & Backup Management and Administration. Grounded understanding of digital finance platforms and mobile money operations.

WORK EXPERIENCE

ICT MANAGER at MADISON FINANCE COMPANY LIMITED,
AUGUST 2021 / present
ICT DEPARTMENT
Ensure optimal operation of the ICT department and its functions.
Support Company operations by ensuring smooth management of the different ICT units.
Support business functions by interfacing technology with the set business goals.
Delivery of Project within agreed scope and cost.

Additional Activities
Core Banking System Change Over Project
Assessment and selection of replacement Core Banking System
Software and Hardware project scoping, costing and purchasing
Oversaw data extraction and data migration
Successful UAT, Pilot Testing and Go Live
Post Go-Live Activities

Developed Various ICT Policies
Drafted Cyber Security Policy
Drafted Privacy Policy
Drafted Data Protection Policy

SYSTEM ADMINISTRATOR - INFRASTRUCTURE at MADISON FINANCIAL
SERVICES, MARCH 2018 / JULY 2021
ICT INFRASTRUCTURE DEPARTMENT
Ensure optimal availability of all Enterprise hardware infrastructure.
Support group Companies by maintaining and managing enterprise Active Directory environment.
Attainment of at least 90% network availability and performance.
Service Availability of 98%.
Minimal downtime of 3rd Party services.
Delivery of Project within agreed scope and cost.
Implementation of Disaster Recovery site and redundancy.

Additional Activities
Nimble Storage Upgrade – Backup & Setup
Backup existing VM workloads to DR site
Create Network Bridge between old new Nimble Storage devices
Data Migration of VM workloads & Setup of New Nimble Environment

Sophos Firewall Setup
Setup & Implementation of Sophos XG230 firewall

Creation of relevant Firewall security rules and policies
Setup of Site-To-Site VPN's and SSL Remote access VPN Profiles

Project Research & Development Committee
Generate innovative products to provide competitive edge
Use technology to increase productivity and drive growth
Scrutinize new project proposals and partnerships before adoption

NETWORK AND INFRASTRUCTURE OFFICER at ACCESS BANK ZAMBIA PLC, JUNE 2016 / MARCH 2018
IT AND CHANNELS MANAGEMENT
Ensure optimal availability of all Enterprise hardware infrastructure IT Services delivery efficiency.
Quality of customer service satisfaction.
Level of user satisfaction with the IT support function.
Quality of IT service provided.
Attainment of at least 90% network availability and performance net of latency.
Service Availability of 98%.
Minimal downtime of 3rd Party services.
Delivery of Project within agreed scope and cost.
Implementation of Disaster Recovery site.

NETWORK AND INFRASTRUCTURE OFFICER at UNITED BANK FOR AFRICA ZAMBIA, MARCH 2014 / JUNE 2016
INFORMATION TECHNOLOGY DEPARTMENT
Assist in Daily activities of the Enterprise Network Group to ensure full network coverage and fault resolution.
Manage enterprise voice network to ensure reliable cost effective voice communication within the enterprise.
Provide field support to branches to ensure Mean Time To Repair (MTTR) targets are met.
Deal with requests, enquiries and complaints from internal customers in a timely manner
Create / Maintain network diagrams and ensure change management procedures are followed.

ADDITIONAL ROLES
Acting Team Member Applications Support
Support Clearing team and cheque clearing functions between UBA and ZECH (Zambia Electronic Clearing House).
Support and maintain users of Core Banking Application.
Support Treasury team on Reuters Systems and related Dealing functions.
Support and maintain Swift, RTGS and CSD users.

Acting Country Head IT (October to November 2015)
Manage IT department
Project manager for all UBA Zambia IT projects
Liaise with local and international vendors to support banking functions.

L3 CORPORATE SUPPORT TECHNICIAN at AFRICONNECT (iConnect) ZAMBIA, March 2012 / March 2014

Corporate Support Field Technician (Internship)

Customer site visits to physically resolve internet link problems
Customer site to manually configure client devices such as (CISCO/Airspan/Canopy/Radwin etc)

Corporate Support Technician (Call Center), October 2012

Receive calls from high end clients as first point of contact
Provide support to corporate clients over the phone
Monitor High end client links remotely

Corporate Support Team Leader (Call Center), June 2013

Manage corporate team
First escalation point for teams at call center
Implement high end client solutions remotely
Trouble shoot MPLS/VPN links

Manager Call Center, October 2013

Manage Call Center operations
Manage all teams within call center

Level 3 Corporate Technician/Corporate Support Team Lead (Support Center), December 2013

Provide remote support to Corporate / Enterprise clients
Monitor / manage high end client links
Implement Solutions to high end clients (VPN / LAN management etc)
Oversee corporate team at support centre
Act as escalation Interface between senior engineers and corporate team and Network Monitoring Centre.
Trouble shoot client link problems (VPN/MPLS/Mail Systems/etc)

Additional Activities
TACACS Client Logging Server

TACACS+ installation on server hardware (Linux Debian)
AAA / tacacs activation on client devices
Management of logging server and client logs

Auto-Fail over Implementation (Enterprise/Corporate Customers)

Research and implementation of an Automatic-Fail over system to suit customer needs
Testing in Lab environment until roll out on customers live networks

EDUCATION

DFI MOBILE MONEY OPERATIONS CERTIFICATION – August **2024**

DFI DIGITAL FINANCE FOR ALL CERTIFICATION – April **2024**

ITIL FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT – June **2023**

GOOGLE FUNDAMENTALS OF DIGITAL MARKETING – May **2021**

GOOGLE ADS VIDEO CERTIFICATION – April **2021**

GOOGLE ADS DISPLAY CERTIFICATION – February **2021**

HUAWEI CERTIFIED ASSOCIATE – **HCIA** (Routing and Switching), August **2019**

CISCO CERTIFIED NETWORK ASSOCIATE – **CCNA** (Routing and Switching), February **2017**

CISCO CERTIFIED ENTRY NETWORKING TECHNICIAN – **CCENT**, August **2016**

AFRICAN NETWORK OPERATORS GROUP (**AFNOG**) workshop in Scalable Network Infrastructure (SI-E) Certificate of Training, **2013**

BACHELOR OF SCIENCE at the University of Namibia (Computer Science with Minor in Information Technology) with Honours, **2007 – 2011**

O'LEVEL GENERAL CERTIFICATE OF EDUCATION (GCE) Secondary School, at Chudleigh House School (Lusaka), **2005**

PRIMARY SCHOOL EDUCATION CERTIFICATE, at Chudleigh House School(Lusaka) **2000**

JUNIOR PRIMARY SCHOOL CERTIFICATE, at Chudleigh House School (Lusaka) **1993**

REFERENCES

DR JAMESON MBALE
DEPARTMENT HEAD
(DEPARTMENT OF COMPUTER SCIENCE)
UNIVERSITY OF NAMIBIA
EMAIL: mbalej@yahoo.com
jmbale@unam.na

MR. AMOS H CHALWA
IT BUSINESS PARTNER
ZANACO
EMAIL: amos.chalwa@zanaco.co.zm
MOBILE: +260 977 873 328

MR DINGA KAUNA
CORPORATE SUPPORT MANAGER
AFRICONNECT ZAMBIA
EMAIL: dinga@africonnect.zm
TEL: +211 232 005
MOBILE: +260 977 641122

SAMPA CHISULO
MANAGER PORTFOLIA & BUSINESS DEVELOPMENT
ZENGA
P. O. BOX 33384, LUSAKA, ZAMBIA
MOB: +260 964 077 869
EMAIL: chisulo@zengals.com

MR MULENGA BWALYA
ICT MANAGER – INFRASTRUCTURE & OPERATIONS
MADISON LIFE INSURANCE COMPANY LTD
EMAIL: mulenga.bwalya@mlife.co.zm
TEL: +211 233 112
MOBILE: +260 977 592451