

FADZAI ANNABELLA CHITONGO

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PROFILE

An ambitious, innovative and team oriented young lady with hands-on work experience in reputable telecommunications companies and with comprehensive understanding of information communications technology systems. Easy going by nature and able to get along with both work colleagues and senior managers.

WORK EXPERIENCE

NATIONAL IT SERVICES

Network Support Engineer

July 2020 – Present

- Network Design & Development. Assisting new & existing customers with network solutions tailored to their requirements.
- Network configurations & Maintenance. Configuring a wide variety of Cisco & Non-cisco network equipment routers, switches, Access points, VoIP systems among others (Huawei, Fortinet, Aruba, Ruckus, Mikrotik, Ubiquity)
- Network Management/ Monitoring and maintaining customer WAN/and LAN links to ensure that clients' networks remain up, reliable, and efficient on a 24/7 basis. Analysing traffic, and improving QoS configurations where necessary. Very experienced with PRTGS, (SNMP/Syslog/Probes) and ICINGA. Familiar with Solarwinds and IBSng.
- Well experienced with Wireless systems. Ruckus/Mikrotik/UBNT product lines mostly.
- Network Availability Monitoring & Pro-active support .(to 200+ customer branches nationwide)
- Attending to customer queries, providing regular feedback and attending sites were the problem is
- Performing upgrades and licensing customer equipment as per work order requests
- Familiar with Windows installations and functions including Server. Have installed many deployments of Windows, mostly Server 2008 & 2012
- Research & Development

TELCO TELECONTRACT ZIMBABWE

Network Administrator

Dec 2019 – Jun 2020

- Proactive network systems monitoring and troubleshooting(Fibre Wimax and Voip). Performing remote troubleshooting through diagnostic techniques and pertinent questions and determining the best solution based on the issue and details provided by customers.
- Resolving problems with networks and diagnosing system errors.
- Led a team of five service desk agents, directing and supervising them, I made it possible to cover the job which needed a bigger team with just a team of five agents that was available.
- Scheduled tasks for field technicians and made sure that faults were attended to on time and that installations were also finished on time
- Quality assurance of implementations, projects and work done by installation teams, I managed reduced the time taken for the fiber installations by 20% ,from the civil works up until the internet is running in the premises.
- Produce timeous, accurate and informative reports for management consumption on network performance, resources usage and availability.
- Research, analyze and implement new features, products, systems
- Produce and maintain accurate network topology documentation

ZIMBABWE BROADCASTING CORPORATION (ZBC)

Transmission Technician Intern

Jan 2018 – Dec 2018

- Responsible for configuration and support of broadcasting equipment. Periodic maintenance repair and replace of communications equipment.
- Troubleshooting hardware, software and networking issues.
- Monitoring and controlling signal strength, clarity and reliability of incoming and outgoing signals and adjust where necessary to maintain broadcast signal quality.
- Assisting in planning, installation and commissioning of new equipment ZimDigital program
- Operating and maintaining satellite uplink equipment and SNG vehicles, Eng camera, picture editing, IP circuits, control room and engineering support in the field.
- In-depth working knowledge and experience in operation of various broadcast equipment (i.e cameras and their control units, vision mixers, routers, multiviewers, audio mixers, embedders, de- embedders, and related equipment)

EDUCATION

MIDLANDS STATE UNIVERSITY- Gweru, Zimbabwe

Nov 2019

Bachelor of Science in TELECOMMUNICATIONS HONORS DEGREE: 2.1 Degree Class

PROFESSIONAL CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) Certified
- Sophos Certified Consultant
- Sophos Certified Engineer
- Yeaster Certified Technician (VoIP)
- Cisco Certified Network professional (CCNP) *in progress (Encor)*

KEY SKILLS

- In-depth understanding of core Routing and Switching TCP IPv4 & IPv6 protocols, DNS, DHCP, SNMP, VLAN, VPN, MPLS, etc
- Strong knowledge of and experience with the implementation of Cisco Campus LAN switches and routers, including the latest designs trends
- Strong experience with the following routing protocols EIGRP and BGP; OSPF IS
- Understanding of licensing, redundancy setup, access point groups, layer2 authentication, PSK, flex connect
- In-depth understanding of troubleshooting Cisco router and switch configurations
- Able to explain technical issues clearly to no technical staff

COMPETENCIES

- Always ready for the unexpected
- Can work at heights and in adverse weather conditions
- Thrives in an environment where the pace is fast and deadlines are tight
- Critical thinking
- Very strong-problem solving
- Excellent communication and interpersonal skills

ADDITIONS REFERENCES

- Clean class 4 drivers' license

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