Valentine Kamusasa

E-mail: kamusasa@yahoo.com   Phone: 0785701066
Address: 30A Trinity Rd Greendale, Harare, ZIMBABWE
Languages: English and Shona fluent in both oral and written

Summary

Valentine is an IT professional who possesses high IT aptitude. He is a natural project manager who possesses sound understanding of organizational IT, analytical and time management skills to deliver assignments within required timeframes and to the expected standard.

Key Skills

Competent in supporting ICT systems and ERP software: Office 365, Sage Pastel Partner, SharePoint Online
Able to install, configure and administer an Enterprise Network and perform on and off premises support duties.
Able to configure Cisco IOS devices that include Cisco Routers and Switches.
Knowledge of routing, able to configure dynamic and static routing. Can configure network protocols like DHCP, NAT, RIP, OSPF, BGP and EIGRP.
Knowledge of Switching, able to configure managed switches, VLANs, port-security etc. and protocols such as VTP, STP, DTP and Ether Channel.
Experience configuring Sophos XG series Enterprise Firewall device

Work experience

Center for Sexual Health Hiv Aids Research (CeSHHAR)   Nov 2018 — Present
Systems Administrator
The role involves managing and administering the enterprise network including network security (firewall management) and systems administration of servers, network attached storage devices, IP printers and providing technical support to end users at head office and to remote sites.
Duties :

Implementing Internet Usage Policies via Sophos Firewall configurations

Managing VPN connections and producing weekly Firewall reports

Managing network/web servers, network attached storage devices, IP printers and more

Monitoring network performance and maintain systems according to requirements

Administering and providing support for Microsoft Office 365

Implementing and monitoring cloud backups of important organisational data

Developing expertise to train staff on current and new technologies

Devising and implementing preventative maintenance schedule

Providing technical support to end users on site and to our remote sites

Liaising with developers to ensure systems availability (Port configurations, Network availability, Access rights)

Taking charge of enterprise ICT infrastructure including all components Routers, Firewall, Switches and IP devices

including devising and documenting the appropriate IP addressing scheme & network topology.

Bytron Enterprises   (Zimbabwe)   May 2016 — August 2018

ICT Administrator

The role involved ensuring seamless deployment and maintenance of company ERP software and IT equipment including (but not restricted to) routers, switches, printers, scanners and workstations.

Duties :

Active Directory Administration Microsoft Windows Server 2012 (creating users, folders, permissions etc).

Implementation, maintenance and adherence to all ICT related policies and procedures.

Cisco Router and Switch Configurations and maintenance.

Ensuring the functionality of ERP software - Sage Pastel Partner and Office365.

Network Administration (VLANS, ACCESS CONTROL LISTS, SECURE REMOTE SUPPORT).

Resolving all desktop support, network support calls.

Supporting Client Operating Systems: Windows 7, 8 and 10 and supporting Microsoft Office Suits.

General PC hardware & Software deployment, upgrades and troubleshooting.

Configuring and managing backup and restore procedures according to IT policy.

User Training of new software and hardware.

Discharging any other duties as assigned.

Figensoft   (Cyprus)   July 2015 — January 2016

IT Intern

The role involved supporting clients using remote access technologies and ensuring IT related queries were acted upon timeously.

Duties :

Acting as the first point of contact for all IT & technical queries.

Maintaining a wide range of computer hardware and software programs.

Diagnosing & resolving hardware, software & end user problems.

Network administration which included Router configuration.

Successfully ensured integrity of systems by ensuring operation of antivirus and antispyware software on all computers.

Cyprus International University   February 2012 — August 2013

IT Helpdesk Assistant

The role involved manning the computer centre helpdesk to assist students with queries and user tickets and also involved some field work like installing computers at lecturer's offices, formatting PC's, reinstalling Operating systems and general 1st line support duties as assigned.

Duties :

Providing 1st level support to students at the computer centre.

Managing user log in ticket system.

Responsible for Installing & maintaining utility software like anti-virus software on desktops.

Ensured support queries were resolved and escalated them when necessary.

Installations and reinstallations of Operating Systems and General Maintenance of PCs and troubleshooting.

Performing daily checks of computer systems.

Discharging any other duties as assigned.

Certifications

- **CCNA (Cisco Certified Network Associate)** https://www.youracclaim.com/badges/da2dfa80-fe75-45d0-9abc-1612eabfceda/linked_in_profile
- **Sophos Certified XG ENTERPRISE FIREWALL ADMINISTRATOR**
- **Understanding Cisco Network Devices** https://www.youracclaim.com/badges/3dc6f9b6-8592-4a45-a696-243fad30adce/linked_in_profile
- **Sophos Certified Engineer**

    Currently Reading towards Cisco Certified Network Professional (CCNP) Enterprise

Education

Bsc Computer Engineering	February 2016
Eastern Mediterranean University	

GCE A Levels	
Hillcrest College	
GCE Advanced Levels: Mathematics, Business Studies, Economics	November 2008

Ordinary Levels	
Riverton Academy	
Ordinary Levels - including Mathematics, Science and English	November 2006

Interests

Music, Reading, Outdoor activities

References

Available upon request

Professional Memberships

Institute of Information Technology Professionals South Africa (IITPSA)

Professional Attributes

Excellent administrative, organizational and time management skills
Able to work well in a team or individually, at quiet times and under pressure.
Able to communicate effectively.
Honest, smart and trustworthy, able to work unsupervised.