

Resume for Mbakisi Malunga

Profile

Dedicated Software Developer and IT support specialist with a strong background in providing exceptional technical support and troubleshooting services. Seeking a challenging position in a dynamic organization where I can utilize my technical expertise and problem solving abilities to contribute to the success of the team.

This is a link to my portfolio website which I coded and designed with use of multiple tools: <https://mbakisimalunga.com/>

Work Experience:

- **Technical Analyst at Testronic, Warsaw, Poland: 01.01.23 - Present**

Tasks

- Worked within the technical department of the company.
- Ensured software conforms to standards set by manufacturers of platforms on which the software will run by conducting numerous tests.
- Analysis of network trace information. Operated on time sensitive deadlines to deliver results to the client.
Documenting ticket actions.
- Classifying, escalating problems, Building PC's and exchanging parts to run specific tests. Performed basic IT troubleshooting in certain situations

- **Functionality Quality Assurance Technician at Testronic, Warsaw, Poland: 18.08.2021 – 01.01.2023**

Tasks

- Comprehensive testing of assigned software for errors and bugs.
- Using Jira in the writing of reports bugs found and carrying out test scripts. Issue investigation.
- Handling feedback on cases and escalations. Analysis of all software components.

- **Junior It Support Technician at Old Mutual, Harare, Zimbabwe:
02.02.2020 – 03.03.2021**

- **Tasks**

- Provide 1st and 2nd line support through Service now (SNOW), phone and email to all Old Mutual employees.
- Provide technical support, including deploying, configuring Desktop PC's, laptops, peripherals, mobile devices and software.
- Troubleshooting & resolving hardware, software, connectivity and other technical problems making sure to document steps taken and status in service management tracking systems.
- Ensuring SLA compliance and following up with the end user to ensure the issue has been resolved.
- Serve as the escalation point for unresolved issues from L1 and L2.

Academic Qualifications

Certifications

Technical support Fundamentals from Google

<https://coursera.org/share/f4c3f828b0633334b77109ba0a43b89a>

Bits and Bytes of Computer Networking from Google

<https://coursera.org/share/d7254d1d1cfa15974ada0b7475662fb4>

Basics of React and Advanced React from Meta

<https://coursera.org/share/08a90874dfeecf4484b0712548d57643>

Third year student at University of Economics and Human Sciences(BACHELOR OF COMPUTER ENGINEERING.)

Notable distinctions attained:

- Algorithms and Complexities
- Operating Systems (Linux)
- Security of Web Applications (Extensive use of wireshark)
- Database Management with SQL
- Frontend Web Development (React.js)
- Machine Learning and Deep Learning (Python)

Programming Languages

- Javascript – Proficient
- C# with .NET - Proficient
 - Designed a graphical phone book application following the MVC pattern
 - Took a 5-month course on utilizing C# with .NET focusing on OOP
- Python – Proficient
- Java – Proficient

- MySQL -Proficient
- Flask framework and React.js Library – Proficient
 - Designed an ecommerce application
- Node.js with Express.js - Proficient
- Github Link: <https://github.com/Malz53>

Skills

- IT trouble shooting
- Highly analytical and have a good judgment
- Software development
- Advanced computer skills
- Web development
- Problem-solving

Wyrażam zgodę na przetwarzanie moich danych osobowych w celu rekrutacji zgodnie z art. 6 ust. 1 lit. a Rozporządzenia Parlamentu Europejskiego i Rady (UE) 2016/679 z dnia 27 kwietnia 2016 r. w sprawie ochrony osób fizycznych w związku z przetwarzaniem danych osobowych i w sprawie swobodnego przepływu takich danych oraz uchylenia dyrektywy 95/46/WE (ogólne rozporządzenie o ochronie danych).

I hereby give consent for my personal data included in the application to be processed for the purposes of the recruitment process in accordance with Art. 6 paragraph 1 letter a of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).