

CURRICULUM VITAE

LIMBIKANI YAWANDA ZGAMBO

Karonga District Council, P.O. Box 35, Karonga Malawi
Central Africa
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PROFILE/ACHIEVEMENTS:

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Tier One Technical Support. Work well independently, or in a group setting providing all facets of computer support such as programming, teaching, troubleshooting, network installations, and maintenance computer hardware and software. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities.

OBJECTIVES:

- Seeking a position to utilize my skills and abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible.
- To provide front line ICT support for users by providing technical support and troubleshooting for all aspects of computer hardware, network and software.

PERSONAL DEATIALS

Name: Limbikani Yawanda Zgambo
Date of Birth: 23rd August, 1994
Nationality: Malawian
Sex: Male
Marital Status: Single
Religion: Christianity
Languages: English, Tumbuka, Kiangonde and Chichewa

EDUCATION AND QUALIFICTION

2019 – 2023 **Mzuzu University, Mzuzu Malawi.**
(studying)
Qualification: Bachelor of Science in Information Communication and Technology.

2014 **Mzuzu Technical College.**
Qualification: Advanced Diploma in Computer Engineering, ABMA, UK

- 2013** **Mzuzu Technical College.**
- Qualification:** Diploma in Computer Engineering, ABMA, UK.
- 2013** **Mzuzu Technical College.**
- Qualification:** Certificate in Computer Engineering, ABMA, UK.
- 2011** **Maghemo Secondary School**
- Qualification:** Malawi School Certificate of Education
- 2009** **Mayani Secondary School**
- Qualification:** Malawi Junior Certificate of Education.

PROFESSIONAL EXPERIENCE

Aug 2022 up to date **Assistant Registration Officer at Malawi Government (Karonga)**

Duties and Responsibilities:

- Carrying out timely and accurate registration of birth, national ID, death and marriage
- Managing computer hardware and software solutions
- Determine and troubleshoot technology services for staff
- To attend and participate in faculty meetings and other assigned meetings and activities according to policy

March 2021 up to present **Freelancer Translator, proofreader and Editor at Proz.com**

Duties and Responsibilities:

- Reading documents
- Writing and editing copy
- Using software and bespoke applications to upload content, if required by a client
- Preparing summaries
- Consulting with experts in a specialist field, if required
- Developing contacts and building relationships with clients.

Jan 2020 up to present

Researcher at IMPACT Research INC

Duties and Responsibilities:

- Preparing interview questions and summarizing results.
- Performing literature reviews.
- Conducting research and summarizing findings.
- Responding to emails relating to research.
- Attending project meetings.
- Updating website content.
- Preparing progress reports.

Oct 2019 – Aug 2022

ICT Tutor at Phwezi Women's Training Centre (Rumphi)

Duties and Responsibilities:

- Develop a detailed training plan for the project in consultation with the principal, head of studies and other project partners
- Managing computer laboratory on hardware and software solutions
- Maintain, troubleshoot and repair IT equipment, Virus prevention, detection and control for all the computers
- To help students learn and understand basic and complex knowledge and skills by breaking the lessons in a way that they understand
- Determine and troubleshoot technology services for staff
- To attend and participate in faculty meetings and other assigned meetings and activities according to collage policy
- To prepare and maintain course files

Mar 2019 – Sep 2019

Customer Agent at MUKURU Money Transfer (Karonga)

Duties and Responsibilities:

- Serving customers by completing account transactions
- Providing account services by issuing withdraws
- Answering questions in person or on telephone
- Recording transactions by logging special services
- Directing customers to supervisors
- Reconciling money transactions

Feb 2017 – Mar 2019

ICT Instructor at Miracle Technical Institute (Karonga)

Duties and Responsibilities:

- To demonstrate the ability to perform teaching or other responsibilities, including good work habits, reliability, punctuality and follow-through on commitments
- To provide opportunities for students to access and use current technology, resources and information to solve problems
- To work collaboratively with other professionals and staff
- To carry out any other related duties assigned by the department chairman
- To attend and participate in faculty meetings and other assigned meetings and activities according to college policy
- To prepare and maintain course files

July 2015 – Jan 2017

Technician at DREAMWORKS IT CONSUNTANCY in Karonga

Duties and responsibilities:

- Updating PCs with new and updated software (MS Office, Windows, antivirus).
- Installing new hardware (e.g., network cards, graphics cards, printers.)
- Assessing software training requirements of peer and colleagues.
- Teaching clients how to use computers

Sep 2014 –Jun 2015

IT Technician at Matema Secondary School

Duties and responsibilities:

- Installing and uploading software in computer lab.
- Updating PCs with new and updated software (MS Office, antivirus).
- Providing IT hardware and software support installing new hardware (e.g., network cards, graphics cards, printers).
- Database designing for the college.
- Teaching student's basic computer skills

TECHNICAL SKILLS:

- Languages: SQL, C#, HTML, PHP, CSS, and Java
- Operating Systems: Windows, Unix, Linux
- Database Systems: MS SQL.
- Cell phone repairing.
- Proficient in use the use of Microsoft Office; Excel, Word processing, PowerPoint, Publisher and Internet/E-mail

OTHER ACTIVITIES & HOBBIES:

- Travelling
- Reading E-books and News Papers.
- Net surfing.
- Arsenal football club supporter.

REFEREES:

The Director
Mr. Y. Nyondo
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