AREAS OF EXPERTISE

*Project management*

*IT management*

*Managing crisis situations Resource vendor management Business analysis*

*Financial control*

*Project Delivery*

*Integration*

*Application development*

PERSONAL SKILLS

*Decision making People skills Leadership skills*

PROFESSIONAL BODY AFFILIATION

Full paid up member

***ICTSZ***

LANGUAGES

English/Bemba/Chewa

PERSONAL DETAILS

*Zelesi Chafilwa*

*Plot 11039 Kanjila Close*

*Northmead, Lusaka*

*T: 260 211295896/36(Office) M: 260 976859626*

*E:* [*zelsycha@yahoo.com*,](mailto:zelsycha@yahoo.com) [zelsycha@gmail.com](mailto:zelsycha@gmail.com)

Zelesi Chafilwa

**IT Specialist**

PERSONAL SUMMARY

A multi-skilled IT Specialist with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and

to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software

testing, PCB testing, network support, technical support and computer repairs.

Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

WORK EXPERIENCE

***Techno Brain Zambia Limited***

Senior ICT Trainer/Instructor November 2015 – March 2016

Responsible for the application of learning technologies to transfer skills, in both IT and non-IT subjects ( tutoring A+ N+, Microsoft Office Packages all levels, Web Design,) to corporate clients and diploma seeking students. These include:

 virtual labs;

 enterprise content management;

 performance management tools;

 social networking;

 E-assessment.

***Duties***

 carrying out training needs analyses;

 defining the skill sets needed to perform different roles;

 carrying out performance assessments to determine the skills gaps between current and desirable learner skill levels;

 designing training programmes appropriate to the skills needed;

 developing an appropriate mix of formal and informal development activities;

 ensuring the learning environment and resources support learner needs;

 designing course materials and other documents such as handouts, manuals and exercises;

 preparing the learning environment and resources, including setting up IT

equipment where appropriate;

 delivering training programmes in formal (e.g. a classroom), informal (e.g. floor-walking) or online (e.g. eLearning and webinar) settings;

 supporting and coaching learners using learning technologies to deliver skills;

 evaluating the effectiveness of training programmes and learning outcomes;

 liaising with partners (e.g. external course providers, employers, examining bodies) to fulfil the skills needs of an organisation;

 developing peer networks to keep abreast of current thinking;

 maintaining appropriate records of learner development and resource allocation.

*DOB: 25/11/1976*

*Driving license: Yes Nationality: Zambian Marital Status: Married Sex: Female*

*Postal Address: P.O Box 37664*

*Lusaka, Zambia,*

REFERENCES

*Mr. Edward Sindazi* ***Principal Clerk Human Resource and***

***Administration Department***

*National Assembly*

*P.O. Box 31299*

*Lusaka*

*T: 260 211292425/36(Office) M: 260 0979 666065*

*E:* [*esindazi@parliament.gov.zm*](mailto:esindazi@parliament.gov.zm)

*Mr. Jomo Matululu*

***Country Director (Malawi)*** *Nyiombo Investments Limited P.O. Box 35225*

*Lusaka*

*M: 260 977 450 292*

*E:* [*jomo@nyiombo.co.zm*](mailto:jomo@nyiombo.co.zm)

*Mr. Lovemore Sikaale* ***Finance IT and Admin Manager***

*Step Up Zambia*

*P.O. Box 50541 Lusaka*

*T: 260 211295895/98(Office) M: 260 096 5846227*

*E:* [*lsikaale@stepupzambia.com*](mailto:lsikaale@stepupzambia.com)

***Trellis Computer Systems and Networking Solutions (Member of***

***Netlink Groups International)***

Operations Director (Co – owner) August 2009 – Present

Responsible for the activities of IT Operations including data administration, security, change management, telecommunications and client platform teams. This involves leading change management and risk management efforts, identifying appropriate resources needed and developing schedules to ensure timely completion of projects

***Duties:***

Provides thought leadership in IT strategy, operations, cost-optimization, innovation and efficiency improvement.

Provide detailed guidance to multi-functional teams through project planning and other large collaboration efforts. Fosters an environment of open communication and problem solving.

Develops long term vision of technologies and solutions. Collaborates with IT

leadership in the planning and implementation of technology road maps.

Assists the team in researching solutions, solicits input from outside industry experts and recommends solutions to meet business requirements.

Provide detailed guidance to multi-functional teams through project planning and other large collaboration efforts. Fosters an environment of open communication and problem solving.

Responsible for decisions and final recommendations, often affecting more than one business unit, or the entire organization.

Ability to provide direction for a highly technical team that supports complex environment which includes:

a.) Windows and AS/400 OS experience

b.) Telecommunications – PBX administration, Nortel, VOIP

c.) CA/Autosys and/or Help Systems Robot Scheduler d.) Batch printing and document nightly archival.

e.) Desktop technology platforms

f.) Familiar with ITIL v3+ standards and practices g.) Database Administration - SQL

Negotiate with key stakeholders involving prioritization of projects and resources.

***Step Up Zambia – Chemonics International***

IT Manager March 2013 – December 2014

Responsible for the day to day IT requirements of the project such as user management, trouble shooting, help and advice. Maintaining desktop applications, local area networks, IT security and telecommunications.

***Duties****:*

 Strengthening the IT infrastructure through to implementing new technologies.

 Responsible for hardware and software installation, maintenance and repair.

 Performing routine audits of systems and software.

 Manage the IT budgets and expenditure on hardware and software. Developing & maintaining the projects IT systems, software and databases. Recommending and implementing improvements and efficiencies.

 Reporting to the Finance IT and Administration Manager

 Having excellent time management, confidentiality & communication skills.

 Having strong IT, commercial, planning and budgeting skills. Management of server software and associated users.

 Manage the IT budgets and expenditure on hardware and software. Developing & maintaining the projects IT systems, software and databases. Recommending and implementing improvements and efficiencies.

 Reporting to the Finance IT and Administration Manager

 Having excellent time management, confidentiality & communication skills.

 Having strong IT, commercial, planning and budgeting skills. Management of server software and associated backup routines.

 To evaluate, test, budgeting skills. Management of server software and associated backup routines. To evaluate, test, advise, train and support I.T. related projects.

 Procurement of IT hardware, software and maintenance products & services.

 Responsible for the recruitment and training of new staff.

 Writing documentation for ICT procedures, security and disaster recovery.

 Maintaining documentation of changes regarding users, functions & systems.

 Managing the internal & hosted network infrastructure including:

 Maintaining documentation of changes regarding users, functions & systems. Managing the internal

& hosted network infrastructure including: firewalls, Servers, switches and telephony.

***National Assembly of Zambia***

Printing Assistant/ Recording Technician 1999 – 2012

Responsible for the daily recordings of the audio debates of the National Assembly, Assisting in server backups of the audio debates. Assisting is the production of the Daily debates in hard copy.

***Duties:***

 Recording Audio Parliamentary Debates and ensuring efficient backup was maintained.

 Updating the Hansard (Audio Debates) server periodically to ensure retrieval of debates both for audio and written verbatim.

 Compiling audio extracts of the Parliamentary debates for individual members of parliament in either

CDs or DVDs.

 Assembling and utilisation of the official digital public address system used for committee meetings and other miscellaneous meetings held by parliament. Assisting members of parliament and staff to retrieve audio debates on the server

KEY SKILLS AND COMPETENCIES

 Excellent organisational skills

 Strong leadership and decision making skills

 Excellent analytical and problem solving skills

 Understanding of complex information and requirements

 Good prioritisation skills and flexible enough to adapt plans

 Great IT skills combined with a good head for business

 Ability to explain complex systems in simple terms

 Ability to work with tight deadlines and within constraints

***Extensive knowledge of:*** Microsoft Windows Server 2012, 2008, Microsoft Office suits, Google Apps for Business, MS Office 365 wired and wireless networking skills, Network troubleshooting, Desktop and Server Backups, Hardware and Antivirus and remote support products.

ACADEMIC QUALIFICATIONS

(IDHNE) International Diploma in Hardware and Networking Engineering

***New Horizon Computer Learning Center 2006 – 2009***

Certificate in Graphic Designing (Corel draw 13, Photoshop 7)

***New Horizon Computer Learning Center 2010 - 2011***

Certificate in Digital Audio Recording Management

***(Zamcom) Zambia Institute of Mass Communication Education Trust May***

***2008***

Certificate in House Style Book for the National Assembly

***(Zamcom) Zambia Institute of Mass Communication Education Trust***

***September 2007***

Grade Twelve (12) School Certificate

***Roma Girls Secondary School 1990 – 1994***