# Archlove Tanaka Kwajiya

Web Designer

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## Education

**Alison University**                                                                               Jan 2023 - Jul 2024

Information Technology Management

**Mutare Polytechnic**                                                                           Jan 2018 - Dec 2023

Information Communication Technology

## Work Experience

**IT Support Technician/Junior Software Engineer**                        Feb 2023 - Present
*Selbyamber Sourcing Group | Harare*

I developed a web application, resulting in a 30 increase in user engagement and a 25 increase in sales.

- Collaborated with the development team to design and implement a new
- feature, resulting in a 40 reduction in development time.
- Participated in code reviews and contributed to the improvement of the
- codebase, resulting in a 25 increase in code quality.
- Designed and implemented a database schema using MySQL, improving data
- retrieval efficiency by 30
- Created technical documentation for software applications, improving
- knowledge sharing among team members
- Contributed to the development of a scalable web application using Java and
- Spring Boot, resulting in a 25 increase in user

**Digital Marketer/Social Media Manager/Content Creator**              Jan 2024 - Apr 2024
*Tee Time Magazine | Harare*

Developed and implemented comprehensive social media strategies across 3 platforms, resulting in increased followers and engagement.

- Created and curated high-quality content, including graphics, videos, and captions, to engage audiences and build brand awareness
- Managed and scheduled posts using tools, e.g. Buffer
- Analysed performance using Insights, and Google Analytics, and adjusted strategies accordingly
- Collaborated with cross-functional teams, including marketing,
- communications, and customer service, to align social media efforts with overall brand goals
- Website Development

**IT Support Technician/Customer Service Agent**                              Jan 2023 - Mar 2023
*Timsvill Global | Harare*

- Resolved technical issues for over 200 employees, resulting in a 90 first-call resolution rate.
- Participated in IT project planning and execution, contributing to a 20 increase in project success rates.

- Collaborated with the IT team to develop and implement a disaster recovery plan, resulting in a 100 recovery rate in the event of a disaster.
- Provided technical leadership and guidance to junior IT staff, resulting in a
- 25 increase in team productivity and a 20 reduction in errors.
- Conducted regular security audits and penetration testing, identifying and remediating vulnerabilities to ensure the security and integrity of the organization's data.

**IT Support Technician**
Apr 2021 - Dec 2022
*Judicial Service Commission | Harare*

- Installed and configured security systems for over 500 employees, resulting in a
- 95 reduction in security breaches.
- Collaborated with the cybersecurity team to develop a comprehensive security framework, resulting in a 50 reduction in security incidents.
- Provided technical support to employees, resolving over 90 of technical issues on the first call.
- Implemented a robust disaster recovery plan, ensuring business continuity and minimizing data loss in the event of a disaster
- Managed and maintained a complex network infrastructure, ensuring 99.99 network availability and a 30 increase in bandwidth capacity.
- Developed and enforced IT policies and procedures, ensuring compliance with
- regulatory requirements and industry standards.

## Languages

**English** *(fluent)*

## Core Skills

(Windows, Linux, macOS), Networking fundamentals (TCP/IP, DNS, Cloud computing (AWS, Azure, Google Cloud), Cybersecurity (firewalls, antivirus, threat analysis), Database management (MySQL, Oracle, SQL Server), (Python, Java, C++, JavaScript), Web development (HTML, CSS, PHP, ), IT service management (ITIL), Virtualization (VMware, VirtualBox, Citrix), Data analysis and visualization (Excel, Power BI), Communication and teamwork, Problem-solving and analytical thinking, Time management and organization, Customer service and support, Adaptability and continuous learning, Leadership and mentoring, Project management and coordination, Troubleshooting, Service Delivery, IP Transit, Provide Support, Quality Of Service, Transport Equipment, Asset Management, Information Security, Provide Training, Ticketing System, User Guides, Building Relationships, Customer Focused, Cooperation, Lasting Relationships, Brand Identity, Friendly, Consistency, Versatility

## Certificates

**Diploma in Information Technology Management**
31/07/2024

**National Certificate in Information Communication Technology**
31/08/2019

**Basics of Digital Marketing**
31/07/2024

**5) Ordinary)**
30/11/2014