Chenai Makoko

Systems Administrator

Analytical Desktop Support Specialist with 3+ years of experience providing technical support for various computer, system and office equipment. Balances priorities while quickly solving issues to strengthen business processes and performance in one of the leading Poultry players in Bulawayo. Seeking to leverage solid technical skills and abilities to advance my career.

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in linkedin.com/in/Chenai Makoko

EDUCATION

Bachelor of Science Honors Informatics
National University of Science and Technology
03/2020 - Present   *Bulawayo*

WORK EXPERIENCE

Systems administrator
Hamara Retail
10/2018 - 04/2022   *Bulawayo Zimbabwe*
Retailer of poultry , feed and farm produce.
Tasks

○ Leading retail software support team.Setting up new users' accounts and profiles and dealing with password issues.

○ Coordinating and assigning duties and stations of the retail support team.Testing, evaluating and supporting the roll-out of new applications or updates. Microsoft Datacentre, SQL Server and online servers' administration.

○ Assisting in planning on allocation of swipe machines, EFT machines for the retail outlets.Developing strategies to counter system loopholes.

○ Developing standard operation procedures (SOP's) for point of sales and ERP systems usage.

○ Coaching newly-hired employees on advanced technical procedures and systems usage.

○ Networks administration and internet usage controls.

○ Assisting co-workers with diagnosis of software and hardware issues and concerns locally and remotely using tools Like Team-viewer.

○ Undertaking quality assurance testing across systems, platforms and devices and to ensure compliance with appropriate accessibility guidelines.

○ Maintain inventory of ICT equipment, hardware, and software and ensure adequate supply and functionality and documentation and hardware/software registers in collaboration with relevant staff. Provide input to budget for ICT related expenses.

○ Configure and maintain applications and user devices. Provide timely and quality service delivery, technical support, and advice to user requests to ensure proper user access to agency business data and information.

Contact : • Mr S Lutangu Head of ICT Department (Sondelani Ranching)
23 Smith Avenue, Queenspark, Bulawayo
- sipho@hamara.co.zw /+263772741471

SKILLS

Creating of Databases and management(Odoo)

Database management (Ivend software for retailers)

EFT Installs.

I possess in depth knowledge of programming languages Python, Java and C.

Keeping more than 10 Hamara retail stores and stations up and running each and every day of operations.

Stock management in the retail shops

Clean class 4 drivers license

CERTIFICATES

• Project Management, Monitoring and Evaluation. (02/2022 - Present)

• Google IT Support Professional Certificate. (10/2022 - 12/2022)

• Computer Operations and Packages Certificate(HEXCO) (01/2014 - 12/2014)

• Computer Organizations and Design Certificate. (HEXCO) (01/2014 - 12/2014)

• Electronic data processing certificate(HEXCO). (01/2014 - 12/2014)

LANGUAGES

English
Native or Bilingual Proficiency

Shona
Native or Bilingual Proficiency

Ndebele
Limited Working Proficiency