



Fidelis Mutale

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SUMMARY

A dynamic, conscientious, and self-motivated software engineering professional with a bachelor's degree in software engineering. Demonstrates strong written and oral communication skills, coupled with expertise in networking and Windows server administration, including Windows 2003, 2008, and 2012 servers.

PERSONAL DETAILS

Name: Fidelis Mutale

Nationality: Zambian

NRC No.: 228185/10/1

Date of Birth: 30th July 1993

Marital Status: Married

EXPERIENCE**SEPTEMBER 2017 TO DATE**

ROLE	COMPANY NAME	PLACE
ICT OFFICER	Zambia Airports Corporation Limited	Lusaka/ Ndola

Key Responsibilities:

Administering, maintaining, troubleshooting, and supporting various ICT systems including Corporate ICT Systems, 4G LTE Digital T Common Use Terminal Equipment, Flight Information Display System, and more.

Managing day-to-day ICT operations ensuring data security, integrity, and hardware functionality.

Installing and configuring hardware and software on ICT systems.

Coordinating hardware repairs and software requirements, liaising with end-users and vendors.

Monitoring and maintaining computer systems and networks, providing technical support to staff.

Ensuring endpoint anti-virus protection, confidentiality, integrity, and availability of information assets.

Identifying security gaps and providing solutions, managing network access privileges, and backups.

Assisting ICT Manager on projects implementation, system development, and asset management.

Maintaining Asset Register, Risk Register, and contributing to ICT annual budgeting.

EXPERIENCE**JUNE 2017 TO JULY 2017**

ROLE	COMPANY NAME	PLACE
IT TECHNICIAN	JSI	KABWE

Key Responsibilities:

Conducted networking site initiation and provided on-the-job training.

NOVEMBER 2016 TO JANUARY 2017

ROLE	COMPANY NAME	PLACE
Intern	Zambia Airports Corporation Limited	Lusaka

Key Responsibilities:

Provided help desk support, responded to user queries, and resolved network-related issues.

Managed Windows Server 2013, including user roles, domain control, and system integrity.

Analysed server vulnerabilities and resolved related issues, performed network cabling and configuration.

Configured mails, resolved printer-related problems, and configured printers.

EDUCATION	2013 to 2017 THE UNIVERSITY OF ZAMBIA	LUSAKA
	Obtained a bachelor's degree in software engineering.	
	2010 to 2012 OLYMPIA PARK HIGH SCHOOL	LUSAKA
	Obtained Full School Certificate	

PROFESSIONAL QUALIFICATIONS

IT Essentials	: Certificate 2014
Computer Basics	: Certificate 2014
CCNA Routing and Switching	: Certificate 2016
CCNA Exploration	: Certificate 2016 (Network Fundamentals)
ELMIS	: Certificate 2017

PROFESSIONAL COMPETENCE

- Able to program in (JAVA, PHP and HTML)
- PC Repair and Maintenance
- Software Installation and Configuration
- Configure and troubleshoot basic network problems
- Web design and management (JAVA / PHP)
- Carry out an Inventory of computer and network equipment
- Basic ERP configuration (SAP)
- Databases (MySQL, Microsoft Sever Management Studio)

HOBBIES/INTERESTS Reading, playing football, making friends and adventure.

Referees

Elias Simpemba,

ICT Manager,

Zambia Airports Corporation Limited,

P.O Box 30175,

Lusaka.

Cell: 0978355234

Kamamba Wamuwi,

Quality Assurance Officer,

Zambia Airports Corporation Limited,

P.O Box 30175,

Lusaka.

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