

EDUCATION

Yeshiva University, Katz School of Science and Health, New York, NY

Master of Science in Cybersecurity, May 2026

Midlands State University, Gweru, Zimbabwe

Master of Commerce Degree in Information Systems Management, June 2024, Bachelor of Commerce Honors Degree in Information Systems, July 2022

University of Zimbabwe, Harare, Zimbabwe

Diploma in Applied Technology, September 2016, Certificate in Applied Information Technology, January 2014

PROFESSIONAL EXPERIENCE

Liquid Intelligent Technologies, Harare, Zimbabwe

January 2020 – February 2025

Network Engineer

- Reduced incident resolution time by 30% through monitoring alert systems using SolarWinds and Splunk, prioritizing and escalating critical infrastructure issues to the appropriate teams.
- Deployed and maintained Fixed Wireless Access solutions using LTE and microwave technologies, expanding last-mile connectivity to underserved regions and achieving a 40% increase in service coverage within 12 months.
- ONU/OLT configurations and fiber link performance using vendor-specific tools (Huawei U2000, NCE), reducing activation time by 30% and enhancing customer onboarding efficiency
- Enabled 100% compliance with audit requirements and accelerated hardware recovery processes by 25% through diligent asset tracking and timely documentation.
- Maintained and troubleshooted LAN/WAN infrastructure of 50+ network devices including routers, switches, firewalls, and access points achieving 99.9% uptime and reducing downtime by 30%

Liquid Home, Harare, Zimbabwe

July 2018 – December 2019

Customer Support Specialist

- Developed and delivered comprehensive training programs using Google Slides, Zoom, and Microsoft Teams for over 180 end users, resulting in a 30% reduction in common hardware/software issues and increased team productivity.
- Managed and prioritized up to 45 daily support cases using ServiceNow, maintaining 100% compliance with service-level agreements (SLAs) and reducing average response time by 17%.
- Achieved an 81% first-call resolution rate by leveraging ServiceNow for ticketing, TeamViewer for remote troubleshooting, and expert knowledge of products and services, improving customer satisfaction and reducing repeat calls.
- Delivered consistent technical support across multiple channels (phone, email, chat) using Zendesk, Microsoft Teams, and LiveChat, while keeping up to date with industry trends through Confluence and webinars, resolving issues 19% faster and maintaining a 93% customer satisfaction rate.

PROJECTS

Vendor Migration

January 2024

- Participated in the decommissioning of Huawei Devices and deployment of Cisco core routers

IP Backhaul Optimization

June 2023

- Collaborated with 9 colleagues to complete topology and deployment planning mainly focusing on capacity management.

SKILLS AND CERTIFICATIONS

Microsoft Certified: Azure Solutions Architect Expert, Azure Administrator Associate, Azure Fundamentals

Cisco Certified Specialist - Security Core, Enterprise Advanced Infrastructure Implementation

CompTIA Security+

Operating Systems: Linux, Windows, Mac-OS

Ticketing System: Service Now

MEMBERSHIPS

Institute of Information Technology Professional- South Africa

March 2025 – Present

International Information System Security Certification Consortium- New Jersey Chapter

September 2025- Present