

# TINASHE WOLFGANG GAMBANGA



## CONTACTS

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Sharjah - United Arab Emirates,  
Nationality, Zimbabwean



## EDUCATION

**CISCO Certified Network Associate (CCNA), Africa University, Mutare**

2011

CCNA Discovery: Networking for Home and Businesses

CCNA Discovery: Working at a Small-to-Medium Business or ISP

CCNA Discovery: Routing and Switching in the Enterprise.

CCNA Discovery: Designing and Supporting Computer Networks

## SKILLS

IT Sales and after care

Customer support assessment

Hardware expertise

Technical help desk experience

Sales and Marketing

Technology Needs Assessment

## LANGUAGES

## ABOUT ME

I am a result-oriented, experienced skilled professional with an all-round IT and customer service support skills. I have the ability to propose & design business strategies to support objectives in line with the organizations vision to achieve successful outcomes. My passion for technology and delivering first class customer service allows me to go the extra mile in all that I do

## WORK EXPERIENCE

**Computer Programmer, Alpha Smart Solutions, Business Bay ,Dubai ,UAE**

Jun 2019 - Present

Determined system requirements and documented and implemented improvements needed.

- Configured devices and components according to project specifications and performed routine maintenance as required.
- Oversaw each project's technical requirements and completed every milestone on time.
- Created work schedules and solutions for debugging and fixing defects to resolve customer complaints and issues.
- Resolved and de-escalated customer complaints by solving issues quickly, achieved high level of customer satisfaction.
- Provided assistance to customers in order to complete sales transactions accurately and efficiently.
- Managing and Maintaining the servers, PC's, printers, laptops routers and switches.
- Installing, configuring and administering network technologies.
- Installed and configure workstations.

**Graphics Designer, Wild Art Printing, Mpumalanga South Africa**

Jan 2017 - Jan 2019

- Provided assistance to create and maintain various websites so they were userfriendly.
  - Assisted the technical operations department with project designs.
  - Designed all communications materials, including brochures, sales fliers, and pages on website.
  - Designed mock-ups to represent concepts for web and mobile applications.
  - Designed various graphics to be included in company website.
  - Created web pages, graphics and infographics for e-newsletters.
  - Generated digital image files for use in digital and traditional printing methods
- Apply creative expertise to present marketing concepts.  
Create broad range of work using various design techniques.  
Apply knowledge of production to create high-quality images.  
Develop print materials such as brochures, banners and signs.

**IT Administrator, Ink Media, Standerton South Africa**

Feb 2013 - Dec 2016

- Analyzed intricate server issues and supported large enterprise and business-critical applications.
- Submitted recommendations regarding infrastructure overhauls.
- Spearheaded server infrastructure development, quality control, staging and production operations.
- Fostered high availability of infrastructure through strategic planning, testing and support.
- Paid close attention to customers' concerns and addressed their queries and achieved exceptional level of customer service.
- Analyzed intricate server issues and supported large enterprise and business critical applications.
- Consulted users to determine areas in need of improvement.
- Fostered high availability of infrastructure through strategic planning, testing and support.
- Promoted continuous improvement for IT governance processes.
- Worked tirelessly to resolve customers' problems to their satisfaction, which resulted in a loyal customer base and increased company's positive reputation.

**Customer Sales, Edgars Retail Store, Harare Zimbabwe**

Jan 2010 - Oct 2011

Maintaining a positive, empathetic and professional attitude toward customers at all times.

Responding promptly to customer inquiries.

Communicating with customers through various channels.

Acknowledging and resolving customer complaints.

Knowing products inside and out and answer questions from customers.

Processing orders, forms, applications, and requests.

Keeping records of customer interactions, transactions, comments and complaints.

Communicating and coordinating with colleagues as necessary.

Providing feedback on the efficiency of the customer service process.

Managing a team of junior customer service representatives.

Ensure customer satisfaction and provide professional customer support.

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## HOBBIES

Basketball,Cricket,Traveling and Fishing