

TAKUDZWA ASHELY JOHN

IT Support & Infrastructure Candidate | Computer Systems Engineering Graduate

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PROFESSIONAL PROFILE

Computer Systems Engineering graduate from Midlands State University with practical experience gained through a 12-month industrial attachment at OK Zimbabwe Ltd and participation in the Midlands State University Student on Employment Programme within the IT Department. Experienced in networking, technical support, cybersecurity, enterprise systems, software development, hardware and software troubleshooting, ICT infrastructure support, and user support.

EDUCATION

- Midlands State University
- Bachelor of Science Honours Degree in Computer Systems Engineering
- Expected Completion: June 2026
Final Results Pending (Strong Upper Second Class Academic Standing)

PROFESSIONAL EXPERIENCE

1) OK Zimbabwe Ltd | ICT Intern | August 2024 – July 2025

- ✓ Rotated through Networking, Development, Support, Cybersecurity and Enterprise Systems departments.
- ✓ Assisted with maintenance and support of ICT infrastructure and network services.
- ✓ Provided end-user support for hardware, software and peripheral-related issues.
- ✓ Participated in troubleshooting desktop, laptop and connectivity problems.
- ✓ Supported user account administration and enterprise system operations.
- ✓ Assisted with ICT asset tracking, inventory management and technical documentation.
- ✓ Worked with networking equipment and supported ICT service availability.

2) Midlands State University | Student on Employment Programme (IT Department)
August 2023 – June 2024 | August 2025 – June 2026

- ✓ Technical support for staff and students
- ✓ Hardware troubleshooting of computers, printers and ICT equipment
- ✓ Software installation, updates and troubleshooting
- ✓ Networking department support activities
- ✓ ICT projects, documentation and user support

TECHNICAL SKILLS

- ✓ Networking and Infrastructure Support
- ✓ Technical Support and Troubleshooting
- ✓ Hardware and Software Installation
- ✓ ICT Asset Management
- ✓ Cybersecurity Fundamentals
- ✓ Microsoft Windows Environment
- ✓ Python, Java, C++
- ✓ Database Systems
- ✓ Cloud Computing Concepts

PROFESSIONAL CERTIFICATIONS

- ✓ Certified Networking Professional
- ✓ Certified DevOps Professional
- ✓ Certified Python and Django Developer
- ✓ Oracle Cloud Database Services Certified Professional
- ✓ Certified AI Foundations Associate

ACADEMIC QUALIFICATIONS

A Level:

- ✓ Computer Science (A),
- ✓ Pure Mathematics (C),
- ✓ Business Studies (D)

O Level:

11 Subjects Passed including:

- ✓ Mathematics (A),
- ✓ History (A),
- ✓ Combined Science (B),
- ✓ Geography (B),
- ✓ Commerce (B).

ADDITIONAL INFORMATION

- ✓ Class 4 Driver's Licence
- ✓ Zimbabwean Citizen
- ✓ Available to Relocate

LEADERSHIP

- ✓ School Prefect, Seke 1 High School, Chitungwiza
Demonstrated responsibility, leadership, communication and teamwork.

REFERENCES

- Mr L. Mavhura - OK Zimbabwe Ltd
ICT Supervisor
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- Rev. Moreblessing Chinodakufa - Midlands State University
Reverend
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