

KNOWLEDGE MATAMBURA

Information Technology Professional | Dubai, United Arab Emirates
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PROFESSIONAL SUMMARY

Dedicated and passionate Information Technology expert with over 2 years of experience providing seamless technical support and delivering cutting-edge software solutions. Skilled in streamlining processes, optimizing networks, and ensuring data security for improved operational efficiency. An avid learner and collaborative team player, adept at solving complex technical issues and leveraging new technologies to drive business success.

KEY SKILLS

Technical Support & Service | Software Development (HTML, CSS, SASS, JS, GraphQL, React, React Native, TypeScript) | Backend Development (Node.js, Express.js, GraphQL, MongoDB) | Application & Cloud Security | Networking & System Administration | Version Control (Git, GitHub)

PROFESSIONAL EXPERIENCE

Warehouse Coordinator | Bayara, Dubai, UAE (Nov 2024 - Present)

- Oversaw daily warehouse operations, including inventory management and order processing.
- Streamlined warehouse layout and logistics for improved workflow efficiency.
- Ensured accurate data recording and implemented procedures for error-free shipments.

Junior Software Developer | ZETDC, Zimbabwe (Jan 2021 - Dec 2021)

- Provided technical support and troubleshooting, ensuring timely resolution of issues.
- Developed automated test scripts using Selenium and JUnit, reducing manual testing time by 25% and increasing test coverage by 30%.

IT Assistant | Chinhoyi Provincial Hospital, Zimbabwe (Jan 2020 - Dec 2020)

- Delivered technical support and implemented data-driven solutions for complex technical issues.
- Created structured approach for helpdesk ticket management, optimizing workflow and reducing backlog.

Front Desk Help | ZUPCO, Zimbabwe (Jan 2019 - Dec 2019)

- Conducted trend analyses on helpdesk tickets, reducing backlog by 25%.
- Developed actionable, data-driven reports for stakeholders.
- Maintained and managed helpdesk tickets, ensuring seamless data integrity and minimized downtime.

EDUCATION

Bachelor of Science Honors in Information Technology | GPA: 4.24

SOFT SKILLS

Teamwork | Self-Starting | Collaboration | Listening | Creativity | Innovation | Problem Solving | Flexibility

REFERENCES

Available upon request