



JOHN MAKHUWIRA



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Box 459 Dedza-Mabush

About Me

"Experienced IT Officer with a track record in managing infrastructure, implementing cybersecurity measures, and delivering user-centric support. Seeking a role to apply technical expertise, optimize IT operations, and contribute to the strategic goals of a dynamic organization/company/Institution."

PERSONAL DETAIL

Date Of Birth : 11/02/1992

Home District : Lilongwe

Religion : Christianity

Sex : Male

Marital Status : Married

LANGUAGE

- English
- Chichewa

KEYS SKILLS EXPERTISE

- Programming Languages: JavaScript, C++, Java, PHP
- Web Technologies: HTML, CSS, React, Node.js
- Databases: MySQL, PostgreSQL
- Version Control: Git, GitHub
- Communication & End-User Support
- Project Management & Strategic Planning
- IT Policy Compliance & Documentation
- Vendor & Stakeholder Management
- Security Management & System Integrity
- Logging, Reporting & Issue Tracking
- Digital Marketing & Web Analytics

EXPERIENCE

IT Officer [System Administrator]

Dedza Community Sacco -Dedza-Malawi

September 2022-Current

- Install, configure, and maintain computer systems, networks, printers, and scanners across departments
- Monitor and optimize the performance of the Fin Financial System, ensuring adherence to security protocols and system availability
- Provide first-line technical support for hardware, software, and network-related issues to internal users
- Execute daily system closing operations, including End-of-Day processes for financial systems
- Manage user accounts, password policies, and access permissions in compliance with internal security standards
- Develop and implement robust data backup and recovery procedures to ensure business continuity
- Plan, coordinate, and oversee the execution of IT projects from initiation through to deployment
- Troubleshoot and resolve issues affecting IT infrastructure, including hardware, software, peripherals, and connectivity
- Contribute to the formulation and enforcement of IT usage and security policies within the institution
- Liaise with vendors for the procurement and maintenance of IT equipment and software.
- Administer IT operational budgets and ensure efficient use of resources within departmental guidelines

Computer Teacher

AY School Of Computing -Dedza-Malawi

June 2019- July 2022

- Provided computing lessons [MS Office, Database, Graphics & Designing] and Computer hardware and software lessons.
- Provided technical assistance and troubleshooting advice to help users improve their computer knowledge.
- Utilized multimedia tools such as videos, slideshows, audio recordings, to enhance classroom learning experience.
- Monitored progress of learners throughout their training period and provided feedback accordingly.
- Responded promptly to inquiries from users regarding any technical issues they may have encountered.
- Prepared periodic reports summarizing the effectiveness of the training program.
- Expanded student learning by incorporating extra-curricular computer science activities.

EDUCATION

Bachelor of Science in Information Technology
[Pending graduation] 2025 Class
Institution : Exploits University
Majors : Hardware, Software, Networking,
Database Management and Artificial Intelligence

Certificate in Information Technology (Cisco)
Institution : Lilongwe Technical College
Year : 2011

Malawi School Certificate of Education
Institution : Namitete Secondary School
Year : 2010

CERTIFICATIONS

Computer Hardware Basics
Institution : Cisco Networking Academy
Year : 2023 April

Introduction to cybersecurity
Institution : The Open University
Year : 2023 December

Project Management Essentials
Institution : Cornerstone OnDemand Foundation
Date : May 10,2024

Digital Money
Institution : Digital Frontiers institute
Date : May 13,2024

CCNA Network Fundamentals
Institution : Simplilearn
Year : 2025 July

OTHER SKILLS

- Motorbike and Motor Vehicle driving
 - License Category : B
 - Institution - Chisomo Driving School
- Video Shooting & editing (Adobe Premiere & Sony Vegas)
- Audio Production (Cubase, Fl Studio, Adobe Audition)
- Graphic Designing (Corel Draw, Adobe Photoshop, Canva)

EXPERIENCE

Data Entry Clerk
Plan International Malawi-Lilongwe
Mar 2012-Feb 2018

- Ensured compliance with all relevant rules and regulations governing data entry activities.
- Prepared summaries of daily work completed for review by sponsorship Coordinator.
- Performed SC profile data entry from questionnaires and other sources into Child Data systems.
- Updated existing records with new or revised information as needed.
- Collected and organized information for entry, prioritizing entries to increase efficiency.
- Translated Sponsored Child letters from Chichewa to English.
- Made sure that each CDF/C has scored 100% at the end of his/her monthly production
- Identified and corrected data entry errors (NOIs) to prevent duplication across systems.
- Stored hard copies of data in organized files and cabinets to optimize retrieval.

REFEREES

The General Manager
Dedza Community Sacco
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The University Registrar
Exploits University
P.O. Box 31507
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The Sponsorship Coordinator
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The Director
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