

Seasoned IT Manager with expertise in Enterprise Infrastructure and Cloud (Azure), IT Service Management, Digital Transformation, and Team Leadership, seeking to deliver secure, scalable, and cost-effective technology solutions in a dynamic organization.

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[LinkedIn Profile](#)

CAREER OBJECTIVE:

Senior IT Manager focused on delivering reliable IT services, leading high-performing teams, and enabling business success through technology and innovation. By aligning cutting-edge solutions with business objectives, I consistently drive quantifiable improvements in efficiency, security, and user experience—proven through a track record of exceeding performance targets in complex organizational environments.

SKILLS SUMMARY:

Soft skills:

- Strategic Vendor & Stakeholder Management
- Relationship Building with Strong Attention to Detail
- People Development, Mentorship & Coaching Mindset
- Innovative Thinking & Creative Problem Solving
- Adaptability, Agility & Change Readiness
- Customer-Centric Leadership & Service Excellence
- Collaborative Team Leadership
- Clear, Influential & Executive-Level Communication
- Continuous Improvement & Process Optimization

Hard skills:

- IT Operations Management
- Microsoft Azure Cloud Architecture & Administration
- Business Continuity, Backup & Disaster Recovery Planning
- Enterprise Systems Modernization & Digital Transformation
- Performance Optimization, Scalability & Capacity Planning
- Technology Enablement & Process Automation
- IT Project & Program Management
- Enterprise Networking & Systems Infrastructure
- Strategic IT Planning with Strong End-User Focus.

EMPLOYMENT SUMMARY:

Highly dedicated and passionate IT leader with a proven ability to align technology strategy with organizational objectives. Experienced in empowering high-performing teams and effectively leveraging people, processes, and technology to deliver measurable business outcomes. My expertise includes identifying opportunities for technological advancement, optimizing system performance, and streamlining IT operations to boost efficiency and drive business value.

I hold a Master of Engineering in Information and Communication Technology, building upon my Bachelor of Science in Computer Science and Diploma in Information Systems. This academic journey, combined with industry IT certifications has equipped me with both theoretical depth and practical expertise.

My qualifications reflect a commitment to continuous learning and technical excellence, positioning me to deliver innovative solutions in digital transformation, cybersecurity, and systems engineering.

Passionate and energetic, I help organizations improve their services by finding better ways to work. Whether through smarter processes or helpful tools, my goal is to make things run smoothly so teams can deliver their best work and customers get excellent service. I am ready to apply my skills where they'll make the most difference.

EMPLOYMENT HISTORY:

Information and Communications Technology Manager

(March 2022 - Present) [Engineering Institution of Zambia-](#)

Head-Quarters

The Engineering Institution of Zambia (EIZ) is a statutory professional regulatory body mandated by the EIZ Act No. 17 of 2010 to promote and regulate the engineering profession in Zambia.

Key Responsibilities:

- Oversee the planning, deployment, configuration, and maintenance of Windows Server environment, ensuring high availability, security and optimal performance.
- Lead administration and optimization of office 365 workloads, including Teams, OneDrive, SharePoint online, and Exchange online.
- Lead end-end deliver of IT infrastructure and digital transformation projects, ensuring timely execution, quality output, and alignment with organizational goals.
- Provide leadership to the IT team, including goal setting, workload planning, performance management, and professional development.
- Develop and maintain IT policies, procedures, SOPs, and governance documents to support compliance and operational excellence.
- Ensure efficient administration and lifecycle management of CISCO networking technologies, including switching, routing, wireless, and network access control.
- Maintain and optimize SQL Server database, ensuring data integrity, performing tuning, backup strategies, and availability.
- Develop and manage the annual budget for enterprise business systems, including software licenses, maintenance fees, support contracts, hardware and infrastructure costs.
- Ensure the system configuration and controls for ERP support financial and regulatory compliance.
- Develop and enforce cybersecurity policies to safeguard sensitive data and mitigate risks.
- Administer and continuously improve security operations (SOPHOS XGS 2100), including VPN's, IPS, Content filtering, application control, and threat management.
- Develop ICT training programs to enhance digital literacy and ensure staff can effectively use technology to achieve organizational goals.

Achievements

- Established EIZ's first fully functional IT department, transitioning from ad-hoc support to a structured team defining roles, policies, and operational frameworks.
- Implemented hybrid configurations between Exchange on-premise and Exchange Online, ensuring smooth mail migration and improved communication reliability.
- Established a proactive database maintenance routine, including weekly DSCHECK and DBOPT operations, which reduced system crashes and data errors by over 90%.
- Enhanced the organization's cybersecurity resilience through effective deployment and continuous optimization of the Sophos XG 2100 Firewall, including advanced threat protection, VPS, and intrusion prevention.
- Delivered high impact IT projects (infrastructure upgrades, system integrations, security enhancements) within scope, timeline, and budget.

IT Engineer (June 2021- March 2022)

Engineering Institution of Zambia- Head-Quarters

The Engineering Institution of Zambia (EIZ) is a statutory professional regulatory body mandated by the EIZ Act No. 17 of 2010 to promote and regulate the engineering profession in Zambia.

Key Responsibilities:

- Ensure efficient IT service delivery by managing incident resolution, problem management, and service requests according to established SLA's
- Maintain company databases and ensure proper setup of fiscal calendars, currencies, and modules.
- Evaluate emerging technologies and provide recommendations that enhance performance, security, and operational efficiency.
- Oversee the operation of Microsoft 365 Backup, ensuring reliable system, application, and data backups.
- Implement and enforce IT security controls across infrastructure, collaborating closely with management to

maintain a secure technology environment.

- Performing regular data integrity checks to identify and correct data corruption.
- Manage Microsoft Exchange environments, including mailbox, management, mail routing, security, retention policies, and hybrid connectivity.
- Implementing and managing security measures, including firewalls, antivirus software, intrusion detection systems, and access controls.
- Developing and maintaining IT documentation, including procedures, configurations, and troubleshooting guides.

Achievements:

- Implemented Microsoft SharePoint as the Central Document Management system (DMS), a crucial step that facilitated the seamless adoption of the **ISO 9001:2015** Quality Management System (QMS) throughout the Engineering Institution of Zambia (EIZ).
- Architected and oversaw the implementation of a robust and scalable LAN infrastructure, including configuration and deployment of I.P based telephony system, improving network performance and reliability by 25%.
- Identified and resolved 100+ system vulnerabilities through upgrades (e.g., legacy server replacements, patch management), reducing downtime by 40%.
- Reduced potential data loss from 72 hours to 15 minutes with automated backups (Veeam) and a failover DR site.
- Recommended and implemented role-based access controls (RBAC) and data security, ensuring compliance with **GDPR/ISO 27001** standards.
- Trained 100+ staff on new systems, achieving 90% adoption rates for SAGE and Database Management Information System ERP and collaboration tools (Microsoft 365).

Head- Information Technology (March 2018- May 2021)

AAC Mining Executors Group -Kitwe Head-Quarters

AAC Mining Executors Group is one of the leading International Mining contractors. It is primarily specialized in rapid mechanized underground mining development, production, and exploration for minerals.

Key KPI's for this role include People, Sustainability, and Operating Efficiency. Was promoted to this role after an exceptional performance as systems administrator where I successfully resolved recurring system slow-down issues through network migrations, re-configurations, integrations, and troubleshooting. This role is tasked with ensuring the continuity of organizational IT services and the overall management of projects and technical teams within the context of the company's strategic plan.

Key Responsibilities:

- Manage the company's technology operations and the implementation of new IT systems and policies.
- Formulate and develop Policy and Strategy that will ensure cost-effective, secure, and efficient application of IT resources in compliance with the company's business plans.
- Implements system changes and administers access to systems and information utilizing approved information technology security policies, standards, and guidelines.
- Manage end to end IT infrastructure (Servers, Networks, Desktops, Laptops)
- Develop and implement a Security Policy for the protection of both hardware and software from viruses, physical damage, or loss, by ensuring that only authorized users have access to the facilities.
- Ensure availability of a reliable back up system to facilitate quick recovery and/or restoration of software or data on the LAN servers, PCs and minimize interruption of services to users.
- Provides leadership in technology system, architecture, and service operations: Mine Site IT Systems.
- Ensure effective management of staff and resources promoting team-building and collaborative working to deliver the corporate plan.
- Procure, negotiate, manage, and monitor contracts for ICT services provided by third parties ensuring effective service delivery.
- Deep dive into technical details and facilitate the correction of any system failures.

Projects:

- Led 2 version upgrades (NAV 2009 → NAV 2018) with zero critical downtime.
- Developed support infrastructure for ERP Microsoft Dynamics NAV that ensures timely and adequate backup of the System, as well as continuous availability of the Test Environment
- Project leader for system migration and integration project following acquisition of a new business.
- Project managed implementation and documentation of Excel-based IT Help Desk System for call logging and tracking IT support incidents, resulting in substantial IT support service management improvement.
- Managed and directed deployment of ERP Microsoft Dynamics Navision 2009 r2 and Windows 10 rollout.

Achievements:

- Successfully implemented Business Intelligence (BI) reporting solutions in Microsoft's Power BI.
 - Successfully configured and customized major components of MS Dynamics Navision 2009, following intensive study and testing without recourse to external training saving over K 100, 000.
 - Successfully implemented access controls aimed at safeguarding the ERP Asset by proactively mitigating data security risk and ensuring that the right individuals have access to the right resources at the right time for the right reasons.
 - Spearheaded initiatives enabling AAC Mining Executors to meet ISO 9001 standards and requirements. Paved the way for a 7-figure contract with Mopani Copper Mine owned by Glencore International.
 - Implemented an internal school for all ICT personnel delivering training in critical systems and processes in MS Dynamics Navision 2009, saving over K 120, 000 in training costs.
 - Trained and led (5) five support administrators whose efforts resulted in good user experience.
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ERP Systems Administrator - (May 2015- December 2017)

AAC Mining Executors Group -Kitwe Head-Quarters

AAC Mining Executors Group is one of the leading International Mining contractors. It is primarily specialized in rapid mechanized underground mining development, production, and exploration for minerals.

The key KPIs for this role were Systems Availability and Performance. The role holder is effectively in charge of managing and maintaining all servers, applications, and host operating systems used within the business to ensure a stable, secure, and effective IT infrastructure running on Microsoft Active Directory services, and Microsoft Exchange.

They are also responsible for IT training. This role manages 3 subordinates and is responsible for the IT manager. I obtained this job after moving from the role of an IT assistant.

Responsibilities:

- Develop and test custom NAV objects (Reports, Pages, Codeunits) using C/AL or AL
- Manage integrations with third-party apps (e.g., Power BI, payroll systems)
- Maintain role-specific permissions and security protocols
- Provided production support, fixes, and troubleshooting for all ERP Dynamics NAV/ NAVISION.
- Managed critical core server infrastructure (Exchange, AD, GPOs, etc.,)
- Monitor and optimize Dynamics NAV databases (SQL Server) for peak performance.
- Collaborate with departments to streamline NAV workflows
- Oversee data imports/exports (e.g., vendors, items, GL entries)
- Managed local network maintenance and installation (cabling, switches and NIC configuration TCP/IP, TCP/IP printing, windows network and domain services on TCP/IP)

Achievements:

- Improved Dynamics NAV performance by 30%+ through SQL query tuning and index optimization, reducing report generation time from 15 mins to 3 mins.
 - Successfully integrated NAV with Power BI and Third-Party App, enabling real-time financial dashboards used by 50+ stakeholders.
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Information Technology Specialist (March 2014- May 2014)

AAC Mining Executors

- Managed to roll out and implement the Local Area Network (LAN) of AAC Mining including all hardware and software.
- Managed the Installation and Configuration of SQL Server 2008.
- Installed and managed the windows Server 2008 standard on the enterprise-wide networking System.
- Installed and managed the Microsoft Exchange Server 2007 and SMTP e-mail setup.
- Served as liaison between end users and the technology department to resolve issues.
- Performed hardware and software troubleshooting on various Platforms.
- Successfully managed to install and configure the Company's Enterprise Resource Planning (ERP)- Microsoft Dynamics NAV.
- Planned and conducted the training of end users on new emerging technologies.

Client Support Officer- ERP (February 2010-March 2014)

AAC Mining Executors Group

AAC Mining Executors Group is one of the leading International Mining contractors. It is primarily specialized in rapid mechanized underground mining development, production, and exploration for minerals.

The key KPIs for this role were Service operations, Technology system, support services, Enterprise resource planning, and any other tasks assigned. I was confirmed into this role after the successful completion of my probation period.

Responsibilities:

- Set up new users' accounts and profiles, as well as setting up security protocols to protect LAN users.
- Managed and provided IT support and technical training on hardware/software to end-users.
- Employing information systems to maximize plant availability while minimizing their downtime.
- Troubleshoot systems and network problems, diagnosing and solving hardware or software for clients.
- Managed to roll out and implement the site Local Area Network (LAN).

Projects:

- A member of the project team for the upgrade of the Exchange server from 2003 platform to Exchange 2013
- Significantly reduced workstation set-up time by 50% by developing a disk-cloning procedure for streamlining O.S system implementation and security properties configuration.
- Was a member of the project team for the migration of the organization's internet link from satellite to Fibre link.

Achievements:

- Proactively identified and decommissioned unused hardware resources, reducing operating costs by 15%
- Improved error documentation system, resulting in increased workplace efficiency.
- Implemented and managed a training program for new IT trainee staff.

EDUCATION/ QUALIFICATIONS AND TRAINING:

- Project Management Professional (**PMP**)® Certified
- AZ:104 - Microsoft Azure Administrator Training
- CCNA level 3 - Routing and Switching. Training
- Generative AI for Project Managers Training
- Become an AI- Powered People Manager

2022 to 2024

- The University of Zambia (**UNZA**)
- School of Electrical and Electronics Engineering.
- Master of Engineering in Information and Communication Technology (MEng I.C.T)

2017 to 2020

- Cavendish University (**CUZ**)
- School of Business and Information Technology (School of B.I.T).
- Bachelor of Science in Computing

2006 to 2008

- **BCS**, The Chartered Institute for IT | BCS
- The Professional Body for Computing.
- Diploma in Management Information Systems (**IMIS**)

2001 to 2003

- Copper Belt Secondary Teachers College- **COSETCO** (renamed **Mukuba University**), Kitwe.
- Secondary School Certificate.

PROFESSIONAL DEVELOPMENT AND AFFILIATIONS:

- **ISO 9001: 2015 Quality Management Systems**- Systems Implementation
- **ISO 14001: 2015 Environmental Management Systems**

- Learning ITIL® - [LinkedIn Learning](#)
- Learning COBIT - [LinkedIn Learning](#)
- Risk Management for IT and Cybersecurity Managers – [LinkedIn Learning](#)
- SQL Server Database Administration - [Udemy](#)
- Information and Communication Technology Association of Zambia (**FULL MEMBER**)
- Engineering Institution of Zambia (**EIZ- PROFESSIONAL ENGINEER**)

Holder of a Class B Driver's License: No. **1133212**

VARIOUS OTHER IT ROLES

- **IT Support Officer**- Climate Control and Mechanical Engineering Zambia Ltd
- **IT Assistant**- NFCA Africa Mining

HOBBIES/INTERESTS:

Whenever I can, I enjoy staying active by running daily and playing soccer. To keep my IT skills up to date, I have subscribed to several IT newsletters that publish news about the new IT innovations in the industry.

REFERENCES:

Eng. David Kamungu, Chief Executive Officer/ Registrar, Engineering Institution of Zambia +260 966 177 610

Mr. Sydney Chileshe, Information and Communication Tech. Manager John Snow Health Zambia +260 772 366 598

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