

DAVISON DAKA

ENGINEER IN COMPUTER SCIENCE

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I am a computer engineering professional with over 2 years of experience specialization in web/systems design, development, maintenance and installation. a strong track record of project management, systems/ network administration, troubleshooting and enhancing business operational efficiency through provision of tech and IT support.

EXPERIENCE

October 2024 - Current

IT Officer | INCOTEC

As sole IT Officer, my role involves ensuring efficiency in business operations through Systems/Network Administration, IT infrastructure audits, Project Management, and delivering efficient IT support, managing system maintenance, and implementing security protocols to safeguard data integrity.

Key Achievements:

1. Professional Experience

- **Project Management:** Translating system requirements to business requirements and vice-versa to ensure Loan Management and Information System meets business requirements and deadlines through Quality Control, Testing and User training.
- **Website Development and Maintenance:**
- **Systems Administrator:** Administering and monitoring key company systems which include;
 - Lending Management and Information System
 - PaygOps
 - Sage
 - Metabase Reporting system
 - Physical servers and operating systems.
- **Systems Training:** Conduct training to over 20 co-workers from different departments which include; Management, Accounts, Credit, Quality Control and Sales and Marketing on using the previously listed systems.
- **Monitoring and Troubleshooting:** Reduce downtime by monitoring systems performance, troubleshooting hardware and software
- **Documentation:**
 - Maintain documentation of system configurations
 - Created the company's first **IT Processes Manual** and **IT Policies Manual**

- **Network Administrator:**
 - Day-to-day management and maintenance of computer networks, ensuring optimal performance, security and availability.
 - Handle tasks such as installation, configuring and maintaining network hardware and software.
 - troubleshooting connectivity issues, managing user access and implementing security policies.

2. Technical Skills

- **Languages & Frameworks:** HTML, CSS, JavaScript, PHP, Angula, React, Node.js, SQL
- **Tools & Services:** Git, Docker, AWS/Google Cloud basics, Nginx/Apache, MySQL/PostgreSQL

In this role, I contribute to maintaining a stable and secure IT environment, empowering the organization to function efficiently.

April 2024 - August 2024

Software Developer | ZedSMS Technologies

At ZedSMS Technologies, I contributed to delivering cutting-edge software and web solutions, ensuring clients received dynamic, high-performing websites, and well-maintained platforms. My role involved a combination of software development, web design, and web development.

Key Achievements:

- **Web Development:** Developed responsive, interactive websites using HTML, CSS, JavaScript, and Node.js. Worked on both front-end and back-end aspects, ensuring smooth functionality and performance.
- **Web Design:** Designed web and system UI and UX using Figma, Canva and Excel for pipeline design
- **Project Management:** Under project management I learned the following:
 - Requirements gathering and translation.
 - Project Planning, organization, execution and documentation.
 - Communicating with stakeholders.
- **Projects completed:** <https://www.incoteczambia.com/>

Through my contributions, I played a key role in the successful delivery of high-quality web solutions for the company's clients.

September 2023 – March 2024

Freelance | Technical Support | Nigerian High Commission

As a freelance technical support provider for the Nigerian High Commission, I offered comprehensive **technical support**, including **hardware maintenance**, **system troubleshooting**, and **IT support** to ensure efficient operations and minimal downtime. My work focused on optimizing system performance and proactively addressing issues before they escalated, ensuring reliability in the day-to-day functioning of the High Commission.

Key Achievements:

- Performed regular maintenance on **printers, scanners, and computers** to ensure consistent performance.
- Provided expert **troubleshooting** services to resolve both hardware and software issues, minimizing disruptions.
- Delivered ongoing **IT support** by addressing network issues, managing system and updates..

July 2022 – September 2022

Intern | Technical Support | Lusaka City Council

As an intern at Lusaka City Council, I contributed to various technical support tasks to improve operational efficiency and reliability within the IT department.

Key Achievements:

- **Data Entry Management:** Accurately entered and managed large volumes of data, ensuring that records were kept up-to-date and that information was readily accessible. This contributed to the efficiency and accuracy of the council's administrative functions.
- **Bill Printing Facilitation:** Assisted in streamlining the bill printing process, ensuring that municipal bills were generated, printed, and distributed in a timely manner. This improved the overall workflow and helped meet deadlines.
- **Network Management & Support:** Provided network management services, ensuring smooth operation of the council's internal network by troubleshooting network-related issues, maintaining connectivity, and supporting infrastructure upgrades.
- **Technical Assistance:** Delivered IT support to staff, resolving technical issues related to hardware, software, and peripheral devices. This included diagnosing problems, providing timely resolutions, and ensuring minimal downtime for daily operations.

July 2021 – September 2021

Intern | Web Developer | Reumaifab Tech & Marketing Services

- Excelled in developing responsive and user-friendly websites using **HTML, CSS, and JavaScript**, ensuring that the websites provided an intuitive and engaging user experience.
- Applied expertise in **Search Engine Optimization (SEO)** to improve website visibility and ranking on search engines, contributing to increased web traffic and better online performance for clients.
- Demonstrated proficiency in **MySQL** database management, efficiently handling database administration tasks.

PROJECTS

Web Development Projects

1. Daka | April 2024

Role: Full Stack Developer

Link: <https://mrdaka.com/>

Description: Developed and launched a personal portfolio website showcasing my projects and skills. The website includes an interactive and responsive design, allowing users to navigate easily through different sections such as Projects, Skills and Contact Information

Technologies Used:

- HTML, CSS and JavaScript for Front-End Development
- MySQL for Back-End Database Management

Outcome: Successfully launched the website, receiving positive feedback for its design and functionality. The website has been instrumental in attracting potential clients and showcasing my development skills.

2. Incotec | February 2025

Role: Front-End Designer and Developer

Link: <https://www.incoteczambia.com/>

Description:

I designed and developed the front end of the website to showcase the company's identity, values, and beliefs, while also providing their clients with an online platform to apply for loans.

Additionally, I set up and integrated Google Tag Manager and Google Analytics to track and analyze user behavior, enabling the company to generate reports for informed marketing and business decisions.

Technologies Used:

- **Web Design:** Figma and Canva
- **Front-End Development:** HTML, CSS, JavaScript, and Handlebars
- **Website Analytics:** Google Analytics and Google Tag Manager

Outcome:

The website effectively represents the company's brand and mission, improving user engagement and accessibility. The integration of analytics tools has provided valuable insights for data-driven decision-making.

3. Incotec | March 2025

Role: Network Architecture and Security Configuration

Description:

- Built a secure LAN integrating Starlink, FortiGate 80F, TP-Link, and Cisco switch, enabling controlled internet access for 50+ devices.
- Configured FortiGate to enforce website filtering, allowing specific IPs access to sites like facebook.com while blocking others, using Static URL Filters.
- Optimized TP-Link and Cisco switch configurations, resolving subnet and connectivity issues to ensure seamless operation and policy enforcement..

Technical Skills:

- **Networking:** FortiGate Firewalls (FortiOS), Cisco Switches, TP-Link Routers, Starlink
- **Security:** Web Filtering, Firewall Policies, Static URL Filters, Access Control
- **Tools:** DHCP, NAT, VLANs, Subnetting, Troubleshooting

Outcome:

The website effectively represents the company's brand and mission, improving user engagement and accessibility. The integration of analytics tools has provided valuable insights for data-driven decision-making.

EDUCATION

February 2019 – December 2023

Bachelor of Engineering in Computer Science | DMI – St. Eugene University, Chibombo

- Relevant Coursework: Web Programming, Mobile Computing, Business Intelligence and Analytics and Data Mining.

TECHNICAL SKILLS

- Programming & Development: HTML, CSS, JavaScript, React JS, Next JS, SQL, Python
- Tools: Git, Figma, Canva, Google Analytics, Google Tag Manager, Google cloud
- Microsoft 365, Azure, Google Workspace, Docker
- System Testing and Quality Assurance
- Hardware: Hardware Maintenance, Installation, IoT
- IT Support
- Operating Systems: Windows, Linux, MacOS
- Networking: FortiGate Firewalls (FortiOS), Cisco Switches, TP-Link Routers, Starlink Configuration

SOFT SKILLS

- Strong verbal and written communication skills
- Problem Solving
- Critical Thinking
- Requirements Gathering
- Team Collaboration
- Hardware Maintenance

REFERENCES

DMI – St. Eugene University

R.Naveen Kumar | **Lecturer**

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REUMAIFAB Tech

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ZedSMS Technologies

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Lusaka City Council

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