CURRICULUM VITAE

PERSONAL INFORMATION

Full Name	:	LupengaChimai
Date of Birth	:	15th December 1988
Marital Status	:	Single
Hobbies	:	watching football and playing chess
Cell	:	+260 96 4934189 and 0977584616
Email	:	Lupengachimai@hotmail.com
Physical Address	:	Lusaka

Experienced IT professionnel with more than 10 years experience in different areas of information technology. Master of computer science and operation from working with and on computers,routers, switches,Printers and servers. Developed communication, cooperation, user training and leadership skills from IT support career. Knowledge of setting up networks and experienced in performing maintenance on a régula basis. Skilled in Vpn, Remote desktop, CCTV, pabx system and Cybersecurity. Experienced in Help desk,physical and Remote Desktop support

PROFESSIONAL MEMBERSHIP

BODY	MEMBERSHIP CATEGORY
1. Information Communication & Technology Society of Zambia	Full Member

EDUCATION QUALIFICATIONS

(a) Academic : 2007 Secondary School Education at Nakambala Private School.
(b) Professional : 2016 Bachelor of Science in Computer Science at the Copperbelt University
(C) Certification : 2023 Network Support and Security by Cisco
(D) Certification : 2023 Introduction to Cybersecurity by Cisco
(E) Certification : 2023 Junior Cybersecurity Analyst by Cisco
(F) Certification : 2026 IT Customer Support by Cisco
(G) Certification : 2026 ISC2 Certified in Cybersecurity (CC) — Exam scheduled: June 1, 2026
(H) Certification : 2026 Microsoft Certified: Copilot and Agent Administration Fundamentals (AB-900) — progress 60% Exam Scheduled 7 Dec 2026

SKILLS

Operating Systems	:	Linux and Windows operating systems
PC Hardware	:	HP,Lenovo, Compaq, Toshiba, IBM and compatibles
Networking	:	Network security, Access points, CCTV,Vpn, Fiber ,Switches and Routers
Office Suite	:	LibreOffice andMicrosoft Office

WORK EXPERIENCE

- **January 2012 – December 2014 :Smartnet Networks PLC**
  Customer Service Engineer
  Job Scope
  - Design, installation and maintenance of local area network, wide area network,Vpn, Remote desktop ,PBX System, wireless radios and fiber optics networks.
  - Installation, maintenance and configuration of Cisco Routers, Cisco Switches, UPS, Scanner and printers.
  - Diagnose and resolve computer hardware and software problems
  - Installation and management of Anti-verses on servers, laptops and desktops
  - Data backup and recovery on servers and computers
  - Design, implement, review, monitor, update and upgrade network documents and diagrams
  - Project planning, management and monitoring
- **January 2017 – 31 August 2020:Chudleigh House School**
  IT Officer
  Job Scope
  - Installation, upgrading and maintenance of local area networks,Vpn, Remote desktop,CCTV and PBX System
  - Installation, configuration and maintenance time attendance machine, access control/biometric systems
  - Installation, maintenance and configuration of Modems (D-link, Linksys and TP Link), Routes (Cisco), Switches (Cisco and TP Link), Servers(Ubuntu and Microsoft), UPS, Scanners, printers and access points (Unifi Controller software and Enterprise Wi-Fi System Access Points)
  - Monitor and control access to internet
  - Computer Help desk
  - Website design, update, upgraded and administration
  - Provide software and hardware support
  - Installation and management of Anti-verses on servers, laptops and desktops
  - Data backups and recovery on server and computers
  - Installation, configuration and maintenance of enterprise software e.g. Quick Book accounting software, Sage and Dove payroll
  - Design, creation, Implementation, review and update company operation documents e.g. IT data recovery plan, ITPolicy, E-learning manual, IT disaster management and mitigation plan, Internet usage policy etc.
  - Budget creation and monitoring for ITC department
  - Training of teachers and other staffs on the use of ICT

- Installation, configuration and maintenance of virtual machines, virtual private network (VPN), e-learning platforms and team collaboration software

- **1st September 2020 – 31st August 2021: Electoral Commission of Zambia**
  Technical Support Officer for Mufumbwe Constituency
  Job Scope
  - Remote and physical troubleshoot and resolve Computer, Scanner and Printer problems
  - Backup, upgrade and Maintain all Voter Registration Kit, Candidate Nomination and result transmission kit and their components
  - Data Entry and quality control of different data types e.g. results, electoral spatial data, voter details, candidate details etc.
  - Ensure secure storage of Voter Registration Kits, candidate Nomination kits, results transmission kit, accreditation kit and Backups
  - Provide any other technical support to Voter Registration Officers in the field.
  - Capture and update electoral spatial data using various tools such as Digitizing table and Global Positioning System (GPS) in accordance with the Commissions data quality standards.
  - Provide accurate weekly reports to ECZ Headquarters on Voter Registration Statistics, deployment plans and Electronic transmission of election results
  - Selection and training of Electoral Commission of Zambia staff at the constituency level

- **1st September 2021 – 31st December 2022: Mufumbwe town council**
  SYSTEMS ANALYST
  Job Scope
  - Troubleshooting and resolve Computer, time attendance machine ,Scanner, UPS and Printer problems
  - Installation and maintenance of local area network and vpn
  - Training users on the use of ICT
  - Computer and Network security
  - Desktop help desk
  - Budget creation and monitoring
  - Installation, configuration and maintenance of server, Routers, wireless radios, Switches and Wi-Fi System Access Points
  - Monitor and control access to internet
  - Provide software and hardware support to users
  - Installation and management of Anti-verse, operating and application software on servers and computers
  - Data backups and recovery on servers and computers
  - Installation, configuration and maintenance of enterprise software e.g. Quick Book accounting software and Dove payrol

- **1st January 2023 to present : Cardcare Zambia**

Job Scope

- Troubleshooting and resolve Computer and Printer hardware and software problems
- Use and maintenance of UV metal sheet Printer machine and Electric sheet metal shearing cutter
- Installation and maintenance of local area network, fiber optic networks, Remote viewing and Vpn
- Computer and Network security
- Installation, configuration and maintenance of server, Routers, Switches and Wi-Fi System Access Points
- Monitor and control access to internet
- Installation and management of Anti-verse, operating and application software on servers and computers
- Data backups and recovery on servers and computers
- Installation, configuration and maintenance of enterprise software e.g. Quick Book accounting software and Dove payroll

REFEREES

Mr.Kampela
Customer Service Manager
Smartnet networks PLC
Email:jkampela@smartnet.com
Phone Number: 0955764572

Mr Hudson Masebo
Bursar
Chudleigh house School
Email: Bursar@chudleighhhouseschool.com
Phone Number: 0979524720

Mr Gift Mumba,
Computer Studies Teacher
Chudleigh house School
Email: Giftmumba26@gmail.com
Phone Number: 097826319

Mr Paul Bwalya
Deputy Council Sectrary/Returning Officer
Mufumbwe Distract Council
Phone Number: 0955758570

Fuba mutanda
Customer Service Engineer
Smartnet network Plc
Phone: 095 0727444
Email: fufumuta@gmail.com

Mr Miyandia
Manager
Cardcare Zambia
Phone: +260 97 7699636