

DANIEL HIKANTANDIKA

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WORK EXPERIENCE

NERA, ICT Intern

Sept-2024 - Present

- Guided external contractors during the setup of servers and services in the data center.
- Assisted in the configuration and registration of IP phones.
- Worked with Bosch systems, including fingerprint access control, CCTV, and fire alarm systems.
- Provided technical support for various systems and applications.
- Supported and managed tools such as Sophos, Microsoft 365, Active Directory, Bosch, and Sage ESS and Payroll.
- Adapted quickly to using macOS for daily operations, improving cross-platform efficiency.
- Assisted in documenting technical specifications and troubleshooting processes.
- Helped deliver training sessions to staff on software tools and ICT best practices.
- Participated in the integration of new systems into NERA's existing infrastructure, ensuring smooth performance and compatibility.

Achievements

- Conducted User Acceptance Testing (UAT) for the new licensing system, ensuring it met functionality and usability requirements before launch.
- Supported contractors in deploying and maintaining the renewal licensing system, ensuring smooth operation and integration with existing infrastructure.
- Developed a QR Code web application to facilitate quick QR code generation for internal use.
- Created an ICT inventory management system to track issuance and returns of equipment, improving accountability and tracking.

Ministry of Energy Malawi, ICT Intern

March 2024 - Sept 2024

- Assisted in organizing and tracking daily ICT support tasks to ensure timely resolution of technical issues.
- Provided basic technical support for office equipment, including printers, scanners, and other devices.
- Supported staff with common software and hardware issues, ensuring smooth day-to-day operations.

Staxo Group, Helpdesk Volunteer

Oct 2023 - Feb 2024

- Received, logged, and tracked IT support tickets from staff, ensuring timely resolution of technical issues.
- Provided first-line support for hardware and software problems, including desktops, laptops, printers, and office applications.
- Assisted users with troubleshooting network connectivity issues, email, and system access.
- Escalated complex technical issues to senior IT staff while maintaining follow-up communication with end users.
- Documented solutions and maintained records of recurring issues to improve helpdesk knowledge and efficiency.
- Assisted in configuring and deploying new user accounts, devices, and software applications.

EDUCATION

Bachelors (Hons) of Computing in Information Systems First Class
University of Greenwich, NACIT Lilongwe

2023-Apr 2024

SKILLS

- **Software Development & Web Technologies:** PHP | C# | React.js | React Native | Next.js | Vue.js | HTML | CSS | JavaScript | REST APIs
- **Operating Systems:** Linux (Ubuntu, CentOS), Windows Server
- **Web/Application Servers:** Apache | NGINX
- **DevOs & CI/CD Tools:** Docker | Github Actions
- **Graphic & Web Design:** Photoshop | UI/UX Design | Web Management | WordPress | Branding Design | Email Signature Design | Social Media Graphics
- **Database Management & Administration:** MySQL | PostgreSQL | NoSQL | Oracle | Database Design | Optimization & Security | Backup & Recovery
- **ICT Systems & Support:** Microsoft 365 | Active Directory | Windows & macOS Administration | Sophos Security | Bosch Systems (CCTV, Access Control, Fire Alarms) | Printer & Device Support | IP Phone Configuration
- **Networking & Infrastructure:** LAN/WAN Setup & Maintenance | TCP/IP | VPN | Firewall Management | System Security | Troubleshooting Hardware & Software | Disaster Recovery Planning
- **Version Control & Collaboration:** Git | GitHub | GitLab | Agile/Scrum Practices | Documentation | Knowledge Sharing
- **Communication & Training:** Stakeholder Collaboration | User Training | Technical Documentation | Task Organization | Cross-Department Support

REFERENCES

Mr Yamikani Malenga, ICT Manager, MERA
ymalenga@mera.mw, 0999945041

Mr Billy Kaira, Senior ICT Officer, MERA
bkaira@mera.mw, 0999385332

Mr Wusigala Nakanga, ICT Officer, MERA
wnakanga@mera.mw, 0989335150

Mr Alexander Kondwani, Principal ICT Officer, Ministry of Energy
kondwani.alexander@mail.gov.mw, 0880586983

Mr Andrew Corner, Project Manager, Staxo Group
andrewcorner1@gmail.com, 0997813525



UNIVERSITY OF GREENWICH

DANIEL HIKA NTANDIKA

has been awarded the degree of
BACHELOR OF SCIENCE
with FIRST CLASS HONOURS
having followed an approved Honours programme in
COMPUTING

17th July 2024

Professor Jane Harrington
Vice-Chancellor

The Rt Hon the Lord Boateng of
Akyem and Wembley
Chancellor