

# DANIEL HIKANTANDIKA

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## WORK EXPERIENCE

### **MERA, 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 MERA'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
- **DevOps & 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