Tadiwa Chavanduka

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Summary

Over 7 years of total experience, with 4 in the field of IT and software administration.

Have had the pleasure to work with clients worldwide through greater opportunities as an experienced IT and software professional.

Looking to continue my growth and development as well as share my knowledge.
Tadiwa Chavanduka
Frisco Texas

Experience

Tax and Accounting Software Professional
Thomson Reuters
Aug 2019 - Present (1 year 4 months +)
Worked daily to identify software issues and feature improvements for web-based and windows applications, using standard CRM and DevOps tools. Expanded documentation for XML schema error checking and validation following IRS MeF rules.

Projects included creating workflows and data entry forms to facilitate internal QA processes and maintaining email automation systems. Communicated with clients daily regarding software implementation, administration and software level guidance for CPA tools.

Consistently met and exceeded performance goals for metrics tracking productivity, efficiency, and quality.

IT Consultant
Relode.com
Jun 2019 - Aug 2019 (3 months)
Drove project for expansive, multi-site Windows 10 migration involving Trinity healthcare.

Worked with hospital administrators and medical professionals to migrate devices distributed throughout hospital facilities and offices.

Deployed specialized hardware for medical solutions and planning.

Service Desk Engineer
Ipanema Solutions LLC
Jan 2019 - Jun 2019 (6 months)

Provided Information technology solutions and support as the primary service desk specialist for hotels and other properties in the US.

Operated network switches and other networking equipment for vendors such as HP, Ruckus wireless, and Aruba networks. Remotely managed soft-phone and PBX systems as well as connections to proprietary hotel management software provided by ORACLE.

Maintained SLA and survey targets for all duties. Other activities included Microsoft active directory/365 administration, POS support, and surveillance system deployment.

Information Technology Technician
Domino's
Jan 2018 - Dec 2018 (1 year)
Supported IT operations for corporate and franchise locations in domestic and international markets.

Remotely operated Microsoft Windows virtual machines and proprietary store management software. Used ServiceNow for tracking and operational events.

Created and maintained internal wiki pages for operational methods and information. Used Microsoft SQL tools for database maintenance and processes. Conducted staging and support to deploy servers and networking equipment.

Information Technology Contractor
Domino's
Oct 2017 - Jan 2018 (4 months)
Executed planning and support for POS software updates to sites nationwide.
Used remote methods to apply updates and support auxiliary teams. Involved in work for payment devices using EMV protocol.

Information Technology Specialist
FIFMI Edmonton
Feb 2017 - Oct 2017 (9 months)
Initialized networked POS systems. Managed and assisted with A/V equipment. Designed flyers and promotional materials for events and announcements. Provided support for off-site computer and networking equipment during organized events

Process Associate
Ann Arbor District Library
Jan 2016 - Dec 2016 (1 year)
Performed database entry and inventory processing using Millennium ILS.

Education

Eastern Michigan University
Economics
2014 - 2018

Licenses & Certifications

PYTHON PROGRAMMING: INTERMEDIATE - Dataquest.io

Oracle Business Intelligence Foundation Suite 11g Certified Implementation Specialist - Oracle