

Curriculum Vitae for Eddy Morris Nhara

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Date of Birth : 11 July 1986

Gender : Male

Nationality : Zimbabwean

Passport Number : EN674637

Drivers License : Class 4 License, Light motor vehicle, AA permit, 2003(Clean)

CERTIFICATIONS & MEMBERSHIPS

1. SAP Certified Technology Associate - System Administration (SAP HANA) with SAP NetWeaver 7.5
2. SAP Certified Technology Associate-SAP HANA 2.0
3. SAP Certified Application associate – Reporting, Modelling and Data acquisition with SAP BW/4HANA
4. Microsoft Certified Solution Expert (MCSE)-Data Management and Analytics
5. Microsoft Certified Associate (MCSA)-Microsoft SQL Server 2012/2014
6. Prince2® Foundation Certificate in Project management
7. ITIL® Foundation Certificate in Service Management

PROFESSIONAL QUALIFICATION

BSc (Hons) Computer Science Degree, 2.1(Upper Second Class Division)
Midlands State University (2006-2010).

MSc Information Systems Degree (Distinction)
National University of Science and Technology (2014-2016)

PROFESSIONAL WORK EXPERIENCE:

1. **SAP Basis and Database Administrator**
One Way SA, Pretoria, June 2020 to Date

Job Specifications:

- SAP Netweaver 7.X administration (Basis) and SAP Hana 2.0 Database Administration
- Action and resolve IM (Incident Management) ticket together with CIM (Critical Incident Management) tickets as required
- Microsoft SQL Server 2008/2012/2014/2016/2019 administration
- Ensure the SAP based systems operate reliably and efficiently in a secure environment. This includes assisting with the configuration and maintenance of High Availability and Disaster Recover SAP solutions
- Experience with Linux (SUSE, Redhat)operating system concepts, including file system, kernel memory, networking, high availability and security concepts
- Windows Server 2012/2016/2019 Support Including AD, IIS Webserver , SMTP, VPN , File Share, User Management, Backup, HA.
- Management of Azure/AWS instances and on premise Servers via Sophos, Citrix, Fortigate VPNs

- Responsible for Data management, ETL with linked servers Time and attendance systems together with integration requirements.
- Responsible for performance tuning and query optimization of SQL Server 2012/2014/2016/2019 Backend
- Build reports that effectively present, aggregate and visualize data using SAP BW/4HANA and Power BI
- Writing SQL queries, Stored Procedures, Views, Cursors, Functions, Triggers etc.
- Knowledge of BI areas including ETL design, analytics, reporting and data modelling, KPI's, Dashboards
- Knowledge of OLTP/OLAP systems, Dimensional Modelling, business rule transformations and data analysis
- Responsible for creating users and granting user access security and privileges
- Responsible for configuring System/Database Replication and/or high Availability
- Responsible for designing, developing and deploying databases to live production environments
- Managing databases using SAP HANA Cockpit, SSMS and Creating SSIS ETL Packages/scripts
- Role design and Build (Role changes/new roles (single and Composite)
- Scheduling database jobs and execution, backup and recovery duties
- SAP Role creation with tiles/catalogues and authorization requirements

2. SQL Database Administrator

M&S Scientific, Pretoria, June 2019 to May 2020

Job Specifications:

- Build reports that effectively present, aggregate and visualize data using Power BI, PowerPivot and Power query
- Knowledge of BI areas including ETL design, analytics, reporting and data modelling, KPI's, Dashboards
- Knowledge of OLTP/OLAP systems, Dimensional Modelling, business rule transformations and data analysis
- Responsible for performance tuning and query optimization of SQL Server 2012/2014/2016 and MySQL Databases
- Responsible for designing, developing and deploying databases to live production environments
- Managing databases using SSMS and MySQL Workbench
- Writing T-SQL queries, Creating SSIS ETL Packages and scripts
- Troubleshooting database problems
- Responsible for creating users and granting user access security and privileges
- Responsible for configuring Database Replication and/or high Availability
- Optimizing Database triggers, stored procedures and functions

- Scheduling database jobs and execution, backup and recovery duties
- Encrypting sensitive database information
- Responsible for monitoring various database attributes

3. Project Coordinator and 2nd Line IT Engineer,
Seagle Telecom, February 2019 to May 2019

Job Specifications:

- Manage internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time and within scope
- 2nd Line Maintenance of Windows server, Linux CentOS, Hyper V clusters, Sharepoint, Office 365, SQL Server, MySQL, CCTV, VMware, Microsoft Azure, VOIP, etc
- 2nd Line maintenance of routers, switches, firewalls, wireless Aps from vendors including Huawei, Cisco, Mikrotik, Unify, TP Link, Zyxel and ZTE
- 2nd line Maintenance of Microsoft Windows desktops running Windows XP, 7 and 10
- Track and analyze projects' performance, expenditures, procurement and report about any possible or current blockers, risks, overflows, deficits inline with project management methodologies
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Collect senior management requirements and transform it into projects pipeline
- Work with resource management on resource planning, availability and allocation according to projects pipeline
- Based on provided scope and requirements translate them into tasks, schedule and assign tasks
- Track and analyze project performance, cost performance, quality, schedule and report to the management on the changes project scope, project schedule, and project costs, being able to suggest the improvements to all the above.
- Report and escalate to senior management as needed
- Create and maintain comprehensive project documentation
- Participate in team's performance reviews
- Close project and documentation pass project deliverables to operations.

4. Network and VoIP Engineer,
Africa Telecoms, Pretoria, June 2018 to 31 January 2019

Job Specifications:

- Mikrotik Routerboard configuration and maintenance experience (Cloud hosted, Rack mountable, Externally mountable and small shelf router)
- Troubleshooting of EIGRP, OSPF, BGP and RIP protocols remotely via putty/teamviewer/anydesk or on site

- Windows Server 2012, HyperV, DNS, Active Directory Installation and Maintenance
- Linux server administration (Ubuntu, CentOS)
- Implementation of FortiGate firewalls 100Ds ,70Ds
- Configuration of network routers and switches (L2/L3) including ADSL/LTE routers such as Cisco, Huawei, TP-link, Zte, Billion, D-Link
- Configuration of voice gateways and routers including-Cisco 2800, Patton and Quintum to communicate via BRI/PRI/VoIP.
- Installation and maintenance of IP switches including Cisco, Zyxel, SMC, Lanpro
- Working with Cloud Hosted PBX/Virtual systems inclusive of maintaining SIP accounts, extensions and QOS on PortaOne System, 3CX.
- Maintain , monitor and troubleshoot CCTV systems
- Configuration, installation and maintenance of IP phones, Switchboards e.g. Yealink, Grandstream, Snom, Polycom
- Troubleshooting Network problems and Poor quality i.e Dropped calls, Call flow issues
- Configuration and maintenance of Samsung PABX's
- Remote maintenance and configuration of various IP network elements via VPN connections
- Perform network configuration Backups and Recovery including Samsung PBX
- Installation of wired network cables and wireless networks
- Monitoring link performance and quality using PRTG,Solarwinds
- Documenting Network layouts using software such as Edraw, Visio

5. NOC High Level RAN Support Specialist,

Cell C South Africa, Woodmead Johannesburg, November 2017 to 31 May 2018

Job Specifications

- Investigate and correct high level network faults between Transmission, RAN and Core Networks (Huawei and ZTE equipment)
- Analyse large amounts of data generated by the GSM/UMTS/LTE systems using Power BI and Excel to establish trends
- Configuration and Integration of radio parameters for new GSM/UMTS/LTE sites for all provinces
- Test SGSN IP connectivity and quality between controllers and ISPs i.e Terraco, Neotel
- Assist other departments in technical investigation and troubleshooting by providing RAN perspective and insight.
- Provide support to ensure successful project implementation e.g. Migrations, Rehomings, Re-farming ect.
- Configuration of IP addresses for BTS/Controller gateways, nodes and active ports
- Linux Server administration using Bash commands for operation and maintenance of CentOS, Redhat and Ubuntu OS on controllers
- Evaluate regional maintenance and advise where necessary.
- Assist in up skilling of NOC front office teams
- Review all vendor and Cell C network health reports.

- Interrogate vendor systems operations using system tools e.g. EMS, M2000 NetAct, NetNumen, U2000, NMS
- Correlate other network elements performance improvement/degradation with RAN elements e.g. load, blocking, failures, network activities etc.
- Report back to management on any findings of investigation with clear action plan and proposal.
- Assist in successful integration of new elements from either vendors or Cell C business e.g. MOM, BEAM.
- Conduct ATMN of all new SW/HW addition prior to going live.
- • Prove technical reference for Cell C project initiative e.g. special projects, E1oIP, DC
- Participate in meetings with vendors and technical support teams to raise any technical issues encountered.
- Follow up on cases and escalate when necessary.

6. Radio and Transmission Engineer,

Telecel Zimbabwe (Pvt) Ltd, March 2012 to September 2017

Job Specifications

- ✓ Carry out Network optimization of Transmission and Radio systems in the Mobile Network.
- ✓ Compile daily, weekly, monthly and other ad hoc reports for use by Technical Manager and or CTO/DCTO.
- ✓ Transmission analysis and planning for Coverage and capacity sites (SDH/PDH).
- ✓ Huawei RTN/NEC/Nokia FIU Microwave Installation, Configuration, Commissioning and Maintenance and physical/electronic cross connections.
- ✓ Creating site signaling and traffic channels on the Nokia Siemens DX200 Flexi BSC and ZTE iBSC's.
- ✓ Configuration of Cisco, Huawei and ZTE Routers/switches interconnecting Network Elements.
- ✓ Site Acceptances from vendor/contractor.
- ✓ Testing transceivers for errors and rectification where there are faults
- ✓ Analyze alarm log details to establish fault trends and develop corrective measures such as existing link capacity upgrades or enhancement.
- ✓ Maintain and update records, system drawings, station files, routine schematics, etc so as guarantee traceable records for all activities.
- ✓ Implement Network configuration changes to BSCs (including BTSs) and RNCs (including Node Bs) as per instructions from Technical Manager in order optimize Network performance.
- ✓ Skilled in commissioning, integration, TRX capacity expansions, SW upgrade and rehomings of BSCs
- ✓ NSN Flexi Edge BTS/ZTE SDR/Huawei (GSM) Installation, Commissioning, Maintenance & Integration.
- ✓ ZTE SDR/Huawei (UMTS) Installation, Commissioning, Maintenance & Integration

7. Graduate Engineer-Telecommunications

Net One Cellular (Pvt) Ltd, August 2010 to February 2012.

Duties:

- ✓ Develop Software for post processing OMC Network Statistics for management.
- ✓ Carry out preventive and corrective maintenance programmes for optimal network performance i.e. interpretation of data, routine checking procedures, fault diagnostics and repair strategies.

REFERENCES:

1. Mr Malvern Mutopo- Associate Project Manager
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2. Mr. R.Mutasa- Technical Manager-BSS
Telecel Zimbabwe Pvt (Ltd), Mobile Phone: +263 733 416279,
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3. Mr. Samuel Falowo-NOC High Level Engineer
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