

# JACOB ZULU

● Lusaka Zambia – 10101

● 260 974 432 355

● martinjacobzulu@gmail.com

## Professional Summary

Results-driven Systems Engineer and IT Support Specialist with strong software development expertise in Python and API-driven systems. Experienced in building scalable applications and managing complex IT infrastructure across networks and operating systems.

Proven ability to deliver reliable solutions in fast-paced environments, with hands-on experience in hospitality systems such as Opera, Sage People, and Materials Control. A proactive problem solver and team player committed to leveraging technology for efficiency and innovation.

## Skills and Abilities

### Hardware & Infrastructure

Servers, desktops, laptops, tablets, smartphones, printers, scanners, and enterprise networking equipment including Cisco routers, switches, firewalls, hubs, and load balancers.

### Software & Systems

Microsoft Windows, Linux/Unix environments, Microsoft 365, Adobe Suite, Opera (PMS), Sage, Sage People, Materials Control, Git version control, SQL databases, Linux shell scripting, automation tools, and cloud computing platforms.

### Networking

Wi-Fi and Ethernet networks, TCP/IP and OSI models, routing and subnetting, DHCP, DNS, IPv4/IPv6, VPN configuration, network security (firewalls, IDS/IPS), and advanced troubleshooting using tools such as Wireshark and Traceroute.

### Software Development

Full-stack web and application development with strong proficiency in Python, JavaScript, and Java. Experience with RESTful API design and integration, database management (PostgreSQL, MySQL), and development tools including Visual Studio Code, Jupyter Notebook, and Postman.

### Professional Skills

Strong problem-solving abilities, effective communication, teamwork and collaboration, project management, adaptability, and the ability to work independently under pressure.

## Experience

### Systems Administrator – InterContinental Lusaka

2024 – 2025

During my tenure at InterContinental Lusaka, I was responsible for the administration, maintenance, and optimization of the organization's IT infrastructure, ensuring high availability, security, and performance across all systems. I played a key role in supporting business-critical operations within a fast-paced hospitality environment.

#### Key Responsibilities & Achievements:

- **System Installation & Configuration:**  
Installed, configured, and maintained servers, workstations, and network devices. Managed operating systems, enterprise applications, and databases to ensure optimal performance and reliability.
- **Infrastructure Management & Maintenance:**  
Performed proactive system monitoring, routine maintenance, and upgrades to minimize downtime and ensure continuous system availability.

- **Troubleshooting & Technical Support:**  
Diagnosed and resolved hardware, software, and network issues efficiently, providing timely technical support to end-users and ensuring minimal disruption to operations.
- **Security Administration:**  
Implemented and enforced IT security policies, managed firewalls and access controls, monitored systems for vulnerabilities and threats, and responded promptly to security incidents.
- **User & Access Management:**  
Administered user accounts, roles, and permissions, ensuring secure and appropriate access to systems and data across departments.
- **Backup & Disaster Recovery:**  
Designed and executed regular data backup procedures, ensured data integrity, and developed disaster recovery plans to safeguard critical business information.
- **Performance Monitoring & Optimization:**  
Monitored system performance, identified bottlenecks, and implemented improvements to enhance efficiency, scalability, and reliability.
- **Documentation & Compliance:**  
Maintained detailed system documentation, configurations, and procedures to support operational continuity and compliance with IT standards.
- **Hospitality Systems Support:**  
Provided specialized support and integration for hospitality platforms such as Opera (PMS), Sage People, and Materials Control, ensuring seamless daily operations.
- **Continuous Improvement:**  
Stayed up to date with emerging technologies and best practices, proactively recommending and implementing improvements to enhance system performance and security.

**IT Support Specialist – Kelson Innovations**

2023 – 2024

At Kelson Innovations, I was responsible for delivering reliable IT support services, ensuring the smooth operation of systems, and enhancing user productivity across the organization. I played a key role in diagnosing technical issues, maintaining IT infrastructure, and providing both on-site and remote support in a fast-paced environment.

**Key Responsibilities & Achievements:**

- **Troubleshooting & Issue Resolution:**  
Diagnosed and resolved hardware, software, and network issues efficiently, minimizing downtime and ensuring continuity of business operations.
- **Technical Support & User Assistance:**  
Provided responsive support to end-users, offering clear guidance on system usage and resolving technical queries to improve overall user experience.
- **System Monitoring & Maintenance:**  
Monitored system performance, conducted routine maintenance, and implemented updates to ensure stability, reliability, and optimal performance.
- **Hardware & Software Deployment:**  
Installed, configured, and upgraded hardware and software systems, ensuring proper setup and seamless integration within the IT environment.
- **Network Administration:**

Supported and maintained network infrastructure, including troubleshooting connectivity issues, ensuring network security, and optimizing performance.

- **End-User Support (On-site & Remote):**  
Delivered both in-person and remote support, ensuring timely resolution of issues and maintaining high levels of user productivity.
- **Documentation & Training:**  
Developed and maintained technical documentation, and trained users on new systems and tools to enhance efficiency and adoption.
- **IT Asset & Inventory Management:**  
Managed IT inventory, tracked hardware and software assets, and ensured availability of resources to prevent operational disruptions.

**Surveyor Assistant – Medeem Zambia** 2017 – 2021

Supported land surveying operations through hands-on fieldwork, geospatial data collection, and equipment management. Contributed to accurate spatial data acquisition and mapping processes, supporting land assessment and development activities in diverse field environments.

**Key Responsibilities & Contributions:**

- **Geospatial Data Collection & Field Operations:**  
Assisted in collecting high-precision spatial data using GPS units and total stations, measuring distances, elevations, and angles to support accurate land mapping and analysis.
- **Survey Support & Mapping:**  
Recorded detailed field notes, assisted in map preparation, and contributed to the processing and validation of survey data using digital tools.
- **Equipment Handling & Calibration:**  
Maintained and calibrated surveying instruments to ensure accuracy and reliability of collected data, while managing safe transport and setup in field conditions.
- **Site Inspections & Compliance:**  
Supported site inspections and ensured adherence to surveying standards, project specifications, and regulatory requirements.
- **Field Safety & Operational Discipline:**  
Followed strict safety protocols while working in construction and remote environments, ensuring safe and efficient execution of survey activities.
- **Data Accuracy & Quality Assurance:**  
Contributed to maintaining high data integrity by verifying measurements and ensuring consistency between field data and mapped outputs.

**Education**

**University Of Zambia – Computer Science** 2019 – 2022  
Bachelor of Science in Computer Systems Engineering, University of Zambia, Lusaka

**University Of Zambia – Cisco Certified Network Associate (CNNA)** 2021  
Cisco Certified Network Associate (CNNA) Certificate.

**University Of Zambia – Cisco IT Essentials** 2021  
Cisco IT Essentials Certificate

**Lutwazi Secondary School – High School Certificate** 2016  
Secondary School Certificate

Communication	<p><b>Communication</b> Ability to communicate technical information clearly to both technical and non-technical audiences.</p> <p><b>Problem-Solving:</b> Strong analytical and problem-solving skills. Knowledge of security protocols and best practices.</p> <p><b>Adaptability:</b> Ability to learn and adapt to new technologies and environments.</p> <p><b>Collaboration:</b> Ability to work effectively with other IT professionals and stakeholders.</p>
Leadership	<p>I have the ability to combine technical expertise in managing IT infrastructure with the ability to lead and motivate a team. I was the lead developer during my tenure to develop the departmental website. The below outlines a few points I can do as IT lead.</p> <p><b>Team Leadership:</b></p> <ul style="list-style-type: none"> <li>• Direct, mentor, and supervise a team of system administrators, providing guidance and support.</li> <li>• Manage performance, conduct reviews, and provide professional development opportunities.</li> <li>• Foster a positive and collaborative team environment.</li> </ul> <p><b>Technical Leadership:</b></p> <ul style="list-style-type: none"> <li>• Lead the development and implementation of IT infrastructure plans and solutions.</li> <li>• Oversee the installation, configuration, and maintenance of operating systems, hardware, and software.</li> <li>• Ensure system security and compliance with industry standards and regulatory requirements.</li> </ul> <p><b>Operational Management:</b></p> <ul style="list-style-type: none"> <li>• Monitor system performance, identify and resolve issues, and ensure smooth operation of IT systems.</li> <li>• Manage user accounts, permissions, and access control.</li> <li>• Develop and maintain documentation for IT systems and procedures.</li> </ul> <p><b>Strategic Planning:</b></p> <ul style="list-style-type: none"> <li>• Participate in the development of IT strategies and plans.</li> <li>• Advise on new technologies and solutions.</li> <li>• Collaborate with other departments to align IT with business goals.</li> </ul>
References	<p><b>InterContinental Lusaka</b> Grace Shikabwali – Human Resource Director – InterContinental Lusaka Email: grace.shikabwali@lusakaic.com Phone: +260 76 2088867</p> <p><b>Kelson Innovations</b> Kelvin Sichone – Director – Kelson Innovations Email: ksichone@kelson.co.zm Phone: 260 (97) 7729111</p> <p><b>Medeem Zambia</b> Ebenezer Odoi – Chief Technical Officer – Medeem Zambia Email: eodoi@gmail.com</p>

---

**University of Zambia**

Dr Jackson Phiri - Senior Lecturer - The University of Zambia

Email: Jackson.phiri@cs.unza.zm

Phone: 260 (96) 6693731

**University of Zambia**

Dr Mayumbo Nyirenda - Computer Department HOD - The University of Zambia

Email: Mayumbo.nyirenda@cs.unza.zm

Phone: 260 (97) 4727665

**Lutwazi Secondary School**

Mr. Philemon J Mwale Headteacher - Lutwazi Secondary School.

Phone: 260 (97) 7975187

---