DAVISON DAKA

ENGINEER IN COMPUTER SCIENCE

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Analytical and detail-oriented Computer Engineer with expertise in web development/ design, hardware maintenance, and IT support. Proven project management experience with ownership mentality, team player qualities, commitment to quality and strategic thinking. Dedicated to delivering high-quality solutions that drive business growth and enhance operational efficiency.

EXPERIENCE

October 2024 - Current

IT Officer | INCOTEC
At Incotec, I ensure the seamless operation of the organization's IT infrastructure, supporting both hardware and software systems while optimizing network performance and security. My role involves delivering efficient IT support, managing system maintenance, and implementing security protocols to safeguard data integrity.

Key Achievements:

- Led the testing and deployment of a Lending Management System, creating test plans, reporting bugs, and suggesting key features (e.g., search by NRC/Name, filter by Employer), transitioning the system from development to a live production environment. Enabled company-wide adoption, fully digitizing loan and sales processing and eliminating manual workflows.
- Introduced a Biometric Time Attendance System and trained 5 departments (Sales, Quality Control, Credit, Operations, Finance/Admin) on the Lending Management System, delivering video tutorials and reporting tool guidance. Reduced attendance errors by 30% and cut loan processing time by 20%, boosting accuracy and team efficiency.
- Established Incotec's first IT department as the inaugural IT Officer, implementing routine hardware maintenance (e.g., reconfigured network printers to minimize downtime), weekly IT tips on trends/threats, and branch LAN setups. Decreased system downtime by 15% and built the foundation for all company IT solutions.

In this role, I contribute to maintaining a stable and secure IT environment, empowering the organization to function efficiently.

April 2024 - August 2024

Software Developer | ZedSMS Technologies
At ZedSMS Technologies, I contributed to delivering cutting-edge software and web solutions, ensuring clients received dynamic, high-performing websites, and well-maintained platforms. My role involved a combination of software development, web design, and web development.

Key Achievements:

- **Web Development:** Developed responsive, interactive websites using HTML, CSS, JavaScript, and Node.js. Worked on both front-end and back-end aspects, ensuring smooth functionality and performance.
- **Web Design:** Designed web and system UI and UX using Figma, Canva and Excel for pipeline design
- .**Projects completed:** http://incoteczambia.com/

Through my contributions, I played a key role in the successful delivery of high-quality web solutions for the company's clients.

September 2023 – March 2024

Freelance | Technical Support | Nigerian High Commission
As a freelance technical support provider for the Nigerian High Commission, I offered comprehensive **technical support**, including **hardware maintenance**, **system troubleshooting**, and **IT support** to ensure efficient operations and minimal downtime. My work focused on optimizing system performance and proactively addressing issues before they escalated, ensuring reliability in the day-to-day functioning of the High Commission.

Key Achievements:

- Performed regular maintenance on **printers**, **scanners**, and **computers** to ensure consistent performance.
- Provided expert **troubleshooting** services to resolve both hardware and software issues, minimizing disruptions.
- Delivered ongoing **IT support** by addressing network issues, managing system and updates..

July 2022 – September 2022

Intern | Technical Support | Lusaka City Council
As an intern at Lusaka City Council, I contributed to various technical support tasks to improve operational efficiency and reliability within the IT department.

Key Achievements:

- **Data Entry Management:** Accurately entered and managed large volumes of data, ensuring that records were kept up-to-date and that information was readily accessible. This contributed to the efficiency and accuracy of the council's administrative functions.
- **Bill Printing Facilitation:** Assisted in streamlining the bill printing process, ensuring that municipal bills were generated, printed, and distributed in a timely manner. This improved the overall workflow and helped meet deadlines.
- **Network Management & Support:** Provided network management services, ensuring smooth operation of the council's internal network by troubleshooting network-related issues, maintaining connectivity, and supporting infrastructure upgrades.
- **Technical Assistance:** Delivered IT support to staff, resolving technical issues related to hardware, software, and peripheral devices. This included diagnosing problems, providing timely resolutions, and ensuring minimal downtime for daily operations.

July 2021 – September 2021

Intern | Web Developer | Reumaifab Tech & Marketing Services

- Excelled in developing responsive and user-friendly websites using **HTML**, **CSS**, and **JavaScript**, ensuring that the websites provided an intuitive and engaging user experience.
- Applied expertise in **Search Engine Optimization (SEO)** to improve website visibility and ranking on search engines, contributing to increased web traffic and better online performance for clients.
- Demonstrated proficiency in **MySQL** database management, efficiently handling database administration tasks.

PROJECTS

Web Development Projects

1. **Daka |** April 2024

Role: Full Stack Developer
Link: https://www.davisondaka.com/
Description: Developed and launched a personal portfolio website showcasing my projects and skills. The website includes an interactive and responsive design, allowing users to navigate easily navigate through different sections such as Projects, Skills and Contact Information
Technologies Used:
- HTML, CSS and JavaScript for Front-End Development
- MySQL for Back-End Database Management
Outcome: Successfully launched the website, receiving positive feedback for its design and functionality. The website has been instrumental in attracting potential clients and showcasing my development skills.

2. **Incotec |** February 2025
Role: Front-End Designer and Developer
Link: http://incoteczambia.com/
Description:
I designed and developed the front end of the website to showcase the company's identity, values, and beliefs, while also providing their clients with an online platform to apply for loans.

Additionally, I set up and integrated Google Tag Manager and Google Analytics to track and analyze user behavior, enabling the company to generate reports for informed marketing and business decisions.

Technologies Used:

- **Web Design:** Figma and Canva
- **Front-End Development:** HTML, CSS, JavaScript, and Handlebars
- **Website Analytics:** Google Analytics and Google Tag Manager

Outcome:
The website effectively represents the company's brand and mission, improving user engagement and accessibility. The integration of analytics tools has provided valuable insights for data-driven decision-making.

3. **Incotec |** March 2025

Role: Network Architecture and Security Configuration
Description:
- Built a secure LAN integrating Starlink, FortiGate 80F, TP-Link, and Cisco switch, enabling controlled internet access for 50+ devices.
- Configured FortiGate to enforce website filtering, allowing specific IPs access to sites like facebook.com while blocking others, using Static URL Filters.
- Optimized TP-Link and Cisco switch configurations, resolving subnet and connectivity issues to ensure seamless operation and policy enforcement..

Technical Skills:

- **Networking:** FortiGate Firewalls (FortiOS), Cisco Switches, TP-Link Routers, Starlink
- **Security:** Web Filtering, Firewall Policies, Static URL Filters, Access Control
- **Tools:** DHCP, NAT, VLANs, Subnetting, Troubleshooting

Outcome:
The website effectively represents the company's brand and mission, improving user engagement and accessibility. The integration of analytics tools has provided valuable insights for data-driven decision-making.

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EDUCATION

February 2019 – December 2023

Bachelor of Engineering in Computer Science | DMI – St. Eugene University, Chibombo

- Relevant Coursework: Web Programming, Mobile Computing, Business Intelligence and Analytics and Data Mining.

TECHNICAL SKILLS

- Programming & Development: HTML, CSS, JavaScript, SQL
- Tools:Git, Figma, Canva, Google Analytics, Google Tag Manager, Google cloud
- Web Development: React, Bootstrap
- System Testing and Quality Assurance
- Hardware: Hardware Maintenance, Installation, IoT
- IT Support
- Operating Systems: Windows, Linux, MacOS
- Networking: FortiGate Firewalls (FortiOS), Cisco Switches, TP-Link Routers, Starlink Configuration

SOFT SKILLS

- Strong verbal and written communication skills
- Problem Solving
- Critical Thinking
- Requirements Gathering
- Team Collaboration
- Hardware Maintenance

REFERENCES

DMI – St. Eugene University

R.Naveen Kumar | **Lecturer**

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ZedSMS Technologies

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REUMAIFAB Tech

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