GW

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ENBP

**EDUCATION AND TRAINING**

**Diploma in Personal Computer Technician**

Computer Technician

Elirana Electronic Technology School., Kokopo

June 2022

**Bachelor Degree in Information Technology**

Southern Cross University (Pom-IBS), Port Moresby December 2015

**Advance Diploma in Information Technology**

Southern Cross University (Pom-IBS), Port Moresby December 2014

**Diploma in Information Technology**

Southern Cross University (Pom-IBS), Port Moresby December 2013

# Professional Summary

Capable IT Support Officer experienced in helping users correct problems with Computer systems, mobile devices and peripheral equipment. Knowledgeable about usability and security concerns. Comfortable working alone to successfully investigate and troubleshoot problems.

Resourceful IT Technician offering three (3) years of experience providing Expert-level support to users within various demographics. Polished in customizing desktop applications, installing computer applications and Peripherals and recording technical issues.

Tireless IT Technician committed to supporting customer satisfaction with response times, resolution acceptance and communication. Amiable provider of invaluable services needed to keep businesses up and running. Versed in replacing and repairing damaged hardware and upgrading and installing anti-virus software.

Trusted Computer Technician skilled at safeguarding business continuity by maintaining maximum performance and reliability of owned assets.

Provides consistent repair and replacement services. Proponent of impactful preventive maintenance and responsive corrective measures. Hardworking Computer Technician with exceptional insight regarding malware, cyber threats and ways to deflect violations from systems and networks. Diligent employee with expertise upgrading software, applications and hardware.

Meticulous Computer Technician provides smooth monitoring and management of systems and peripherals. Specializes in rapid responses and expeditious repairs. Tirelessly maintains exceptional uptime figures for all assigned desktop, laptops, mobile devices and associated networks.

Enthusiastic Computer Technician proudly offering over three (3) years of experience in upgrading systems and providing informal software demonstrations. Enthusiastic employee with knowledge in email account setup. Skilled in task prioritization, exemplary customer service and troubleshooting.

Critical thinking IT Support Officer effectively resolves technical issues through troubleshooting and Repairing. Specializes in Personal Computer Technician and Web developer offers outstanding skills in Computer Repair and Web Designing.

# Work experience

2023 –2024 Present- **ICT Officer –** Kada Poroman Microfinance Limited. [www.kpml.com.pg](http://www.kpml.com.pg/)

* Reporting to Manager ICT.
* Effectively & efficiently provide support and maintenance of KPML’s information and communication technology resources at the head office and at the branches.
* Ensure all ICT software and hardware’s facilities including computer servers, network, desktop PC’s, laptops, printers, copiers and fax machines, emails are operating efficiently and effectively.
* Ensure ICT back-up system particularly for Bank soft is up to date all the time and the backup data is kept externally in a very safe environment.
  + Carry out all maintenance requirements to ensure upkeep of IT infrastructure.
  + Proactively communicate ICT policies and procedures to ensure the effective and efficient use of ICT to all Staff in KPML.
  + Undertake all ICT procurement in accordance with the KPML’s procurement policies and procedures liaising with ICT Manager.
  + **Core Banking System** user reset password & rectifying all user loggings issues
  + Installing & Configuring of IP Cameras.
    - Assigning IP Cameras IP Addresses to Static.
    - Site Survey, Running CAT5/6 Cable.
    - Clipping RJ45 Connectors.
    - Testing & Monitoring.

2021- 2022 -**Registration Officer** at PNG Civil & Identity Registry

* + Make awareness about the PNG Civil Registration process.
  + Fill Registration form.
  + Vetting process before scanning form, capturing photos & fingerprint.
  + Welcomed clients to facility and assisted with registration process.
  + Asked various questions from clients to obtain the information necessary for Registration.

**IT Technician** at H3 International (PNG) Limited Nov 2016 to May 2017

* Desktop/Laptop Software & Hardware Repair.
* Operate the Maintop Banner/Sticker Printer.
* Graphic Designing & Editing Artwork for print Production.

**Data Entry Officer** – (**Casual Basis**) at the First Investment Finance Limited, ELA Beach Tower, Port Moresby, NCD –November-Dec 2015

* Assist with inputting of data into the new All Profit System.
* Update of the personal property securities register.
* Update monthly Bank Reconciliations

**Computer Repair Technician - Own Consultants** | Kokopo, Papua New Guinea | January 2017 – Current

* Checked in computers and performed diagnostics for repair.
* Updated or installed software for customers to ensure computer efficiency.
* Assisted customers with new computer and accessory purchases.
* Performed inventories on computers and computer repair equipment.
* Educated customers on [Software] use and at-home maintenance.
* Identified hardware issues caused by component failures using approved diagnostic tools.
* Configured computers to network drivers and connected to printers and other peripheral equipment.
* Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
* Explained technology-related details in easy-to-understand terms to individuals from different backgrounds and in various job positions.
* Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
* Built and repaired Computers according to schedule.
* Performed functionality testing on various systems and applications to confirm suspected faults and malfunctions.
* Produced data reports on enacted repairs and replacements for budgeting concerns.
* Detected and corrected error messages within software and hardware reporting systems.
* Installed computers and other devices individually and across networks, testing connections to support proper functioning.
* Troubleshoot devices to identify and solve issues with hardware or software performance.

# Skills

* + Mobile Phones Pattern & Password Unlocked
* Google Account Unlocked
* (FRP Locked)
* Laptop/Desktop Repair
* Motherboard Repair/Dead Laptop
* Hard Drive/ USB Flash Drive Data Recovery
* Laptop/Desktop Password Reset
* Building Web Based System. Example
  + HR Management System.etc

Computer General Maintenance & Troubleshooting

* Software Installations & Web Developing (Web Design) 1st Project [www.rabaulscenictours.org](http://www.rabaulscenictours.org/)
* Windows OS Installation 7,8 & 10 & Activation
* Microsoft Office Installation 2010 213 & 2019 Activation
* Anti-Virus Installation & Activation
* Mobile Phone Motherboard Repair & Flashing

# REFEREES

* + **Mr. Elijah Turana**

Principle Elirana Electronic Technology School Ph: 72520128

Email: [elijah.elirana.turana@gmail.com](mailto:elijah.elirana.turana@gmail.com)

* + **Mrs. Judith Samuel (Client)**

Co-Owner of RabaulScenicTours Group

**My First Web Site Project.** Website. [www.rabaulscenictours.org](http://www.rabaulscenictours.org/) Gmail. [rabaulscenictours@gmail.com](mailto:rabaulscenictours@gmail.com)

* + **Christine Masiu** Provincial Registrar Phone: 70278405
  + **Sato Tande**

ICT Manager

Kada Poroman Microfinance Ltd KOKOPO

East New Britain Province