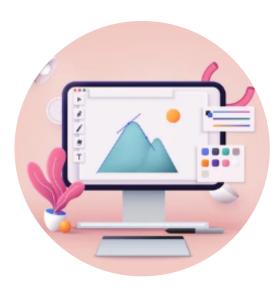# TATENDA MHUKA

Web developer &
Graphic designer

KEY STRENGTHS

- Mastery of design tools like Adobe Creative Suite (Photoshop, Illustrator)
- An ability to learn new technologies quickly
- Good time management skills
- An ability to follow processes
- Strong documentation skills
- Good communication skills – both written and verbal
- Ensuring designs are pixel-perfect and meet client specifications

CONTACT INFORMATION

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https://www.linkedin.com/in/tatenda-mhuka-8420a7109/

WORK EXPERIENCE

Freelance Graphic Designer
UPWORK / FREELANCER
OCTOBER 2023 TO PRESENT

- Understanding client requirements, discussing project details and maintaining regular communication throughout the project.
- Generating creative ideas and concepts based on client briefs and target audience.
- Developing visual solutions that align with client goals including logos, marketing materials and web graphics.
- Handling administrative tasks such as invoicing, contracts and client agreements.
- Develop creative ideas concepts using sketches and digital graphs.
- Source and edit photographs, illustrations and visual elements to complement the design
- Select appropriate fonts, sizes and layout designs for text and graphics, ensuring readability visual appeal.
- Keeping up with industry trends, design techniques and software updates to enhance skills and stay competitive.
- Manage support cases to enable fast resolution that exceeds our customers' expectations
- Managing multiple projects simultaneously, maintaining version control and meeting deadlines.
- Receiving and incorporating feedback from clients to revise and refine designs until they meet satisfaction

WORK EXPERIENCE

JUNIOUR NETWORK ENGINEER
Scantop IT Solutions March 2017 – Aug 2018
www.scantop.co.zw

- Continuously monitor network performance to identify any issues or potential improvements.
- Diagnose and resolve network problems, including hardware and software issues.
- Configure and install network devices such as routers, switches, firewalls, and wireless access points.
- Experience with developing and maintaining systems applications and security, network configurations, disaster recovery plans
- Designing and architecting routed and switched networks.
- Experience in operational networking Tier III troubleshooting and support.
- Prepare reports on network performance, security incidents, and any other relevant metrics for senior engineers or management.
- Wireless Backhauls design and implementation.
- Conducting regular training and Preparing Manuals .
- Network design and documentation.
- Assist in training users on network-related topics and best practices.

Web developer & designer
UPWORK / FREELACER March 2021- Present day

- Prepare and present project proposals, including timelines, costs, and deliverables.
- I Create website layouts, user interfaces, and visual elements using design tools like Adobe XD, Figma, or Sketch.
- Write clean, efficient, and well-documented code for the front end using HTML, CSS, JavaScript.
- Set up and customize content management systems (CMS) like WordPress, Joomla, or Drupal.
- Ensure the website works across different browsers and devices.
- Optimize the website for speed and performance.
- Implement search engine optimization (SEO) techniques to improve the website's visibility on search engines.
- Identify and resolve any issues or bugs during development and after launch.
- Train clients on how to use and manage their websites, particularly if using a CMS.
- Create and send invoices for completed work.
- Stay updated with the latest web development trends, technologies, and best practices.

Technical Support Network Engineer
HITECSURE MYIWEB JAN 2016- APRIL 2017
www.hitecsure.com

- Processing the queue of managed support tickets
- Diagnosing and resolving faults
- Technical consultancy regarding changes to existing product
- Assist customers in accurately complete configuration forms.
- Build and test new managed hardware devices
- Providing a role model for others in the team through professional behavior and technical expertise
- Able to identify and make recommendations for improvements to processes.
- Assisted customers with inquiries regarding internet connections providing exceptional customer service by correcting issues.
- Talk clients through a series of actions, either via phone, email, or chat, until they've solved a technical issue.
- Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Prepare accurate and timely reports

EDUCATION BACKGROUND

UNIVERSITY OF SOUTH AFRICA
Computer systems – Networking N+ 2016-2017

IT Academy
Full-Stack Software development (Graduated 2021)

Kwekwe High School
6 Ordinary Level Passes (2005 – 2008)

MATHEMATICS	**B**
INTEGRATED SCIENCE	**B**
HISTORY	**B**
ENGLISH	**C**
GEOGRAPHY	**C**
BIOLOGY	**C**

PROFESSIONAL SKILLS

Adobe Illustrator	IT Support technician
Canva	Ability to work in a team
HTML5	Fast learner
CSS	Self- motivated
Adobe InDesign	Goal oriented
Javascript	
Figma	

REFERENCES

Avalable on Request