

Zubair Davids

Desktop Support Technician – IT Engineer Field Ops

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EDUCATION

MANCOSA

Jan. 2025 – Expected: Dec. 2025

Higher Certificate in Information Technology [HCIT]

Distance Learning

- Computer Hardware and Architecture
- Essential Business Mathematics
- Web Development
- Business Communication
- Introduction to Information Systems
- Introduction to Programming
- Networking Fundamentals
- Digital Transformation in the Business Environment

IT Academy

Nov. 2021 – Dec. 2022

A+, N+ and CCNA Bundle

itacademy.co.za

- CompTIA A+ (220-1001) & (220-1002)
- CompTIA Network+ (N10-008)
- CCNA (200-301)

Matric – Grade 12

Jan. 2019 – Dec. 2019

National Senior Certificate

Darul Islam Islamic HS.

WORK EXPERIENCE

References available upon request.

SITA Aero /CompuClinic

Nov. 2023 – Present

Desktop Support Technician

Cape Town International Airport, SA

- Delivered on-site IT support for Airport Infrastructure including **CUTE, CUSS, and BRS systems**, ensuring smooth passenger check-in, boarding, and baggage operations.
- Resolved hardware and software issues on **Printers, Scanners, and Workstations** (OKI 3320, Custom TK180, Brother, Zebra HHT's) for airlines including **SAA, British Airways, and Qatar Airways**, preventing flight delays.
- Supported ground handling teams by maintaining **ULD Manifest Printers** and **Handheld Terminals**, improving baggage processing efficiency.
- Provided user support for Airline Applications like **Departure Control Systems (Amadeus CM/FM, Radixx DCS)**, reducing downtime and enhancing operational reliability.
- Conducted **Preventive Maintenance** on workstations, kiosks, printers, and peripherals, boosting system uptime and reliability.
- Ensured compliance with **SLA targets** via ServiceGateway/ServiceNow, escalating complex issues to senior engineers when required.
- Provided support for **Microsoft Office** and **Outlook/Email** issues for Airline Staff.

Self-Employed

2017 – 2022

Casual PC Repairs and Reseller

Home Based, Cape Town, SA

- Sourced and purchased pre-owned PCs and components via **Facebook Marketplace, Gumtree, Carbonite, and OLX**, then **refurbished and upgraded** them for resale.
- Performed upgrades including **graphics card, RAM, and SSD installations**, case swaps, and system optimization to extend device lifespan and improve performance.

CERTIFICATIONS, SKILLS & COURSES

Certifications: CompTIA A+ | CompTIA Network+ | ICS² - CC | IBM - Cybersecurity Fundamentals

Basic Coding: HTML5 | CSS3 | Python | Java | Scripting: PowerShell & CMD

Skills: Microsoft 365 - Outlook, Word, Excel | Network Routers, Switches & Cabling | Network Threats, Risks and Security | Active Directory Users and Computers

Courses: CompTIA Security+ | CCNA | Microsoft Azure & 365 Fundamentals | IT Support Technical Skills Helpdesk (Udemy)

Platforms: Windows 7/10/11 | Server 2019/2016 | Android | iOS | Arch Linux and Ubuntu.

Ticketing: ServiceNow | Jira Service Desk