

## **Nick-Venter Shamilimo EDWARDS**

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### **SUMMARY OF QUALIFICATIONS**

*Highly skilled in Network Administration: trained as a Microsoft Certified Systems Engineer/Administrator on Windows 2003 Server with dedicated experience in planning and coordinating the installation, testing, operation, troubleshooting, and maintenance of hardware, software and networked systems, ensuring the confidentiality, integrity, and availability of systems, networks, and data. Particularly conversant with all Windows OS environments. Over 5 years experience in providing hands-on and telephone technical assistance to clients/users at various levels of computer appreciation. Skilled in the design, testing, installation and support of new or existing applications software.*

*A seasoned and creative computer graphics specialist with over ten years of experience at all production levels in layout and graphics design, with particular strengths in team work and initiative requiring minimal supervision and highly committed to realising organisational objectives. Expertise in illustrative communication materials development.*

### **SKILLS**

*Proficient in computers (PC and Mac OS) and able to work in all Operating Systems. Exceptionally skilled in all graphics software, with a great bias for but not limited to Adobe Creative Suite and CorelDRAW Graphics Suite. Skilled in Roxio and Adobe multimedia packages. Expert-level experience in all Microsoft Office applications with an intuitive creative knack in Microsoft PowerPoint.*

*Expert-level LAN administration skills, ability to provide IT support to computer users at any level and expertise in being first port of call and initial troubleshooting of IT problems and resolution.*

### **CAREER HISTORY HIGHLIGHTS**

#### **Project Concern International IT Manager**

**February 2011 – 1 August 2011  
Lusaka, Zambia**

Responsible for the administration and maintenance of the local area network, hands-on user training and support. Also responsible for graphics design and support in communication materials design. Develop IT policy and advise management on procurement in relation to IT equipment.

#### *Accomplishments:*

- Ensured a stable and secure network infrastructure and provided in-house training and support to all users
- Maintained and serviced all user computers, including servers
- Maintained back-up for the servers as well as for all users
- Coordinated link connectivity with ISP
- Assisted in the development and production, as well as graphic design of communication materials

#### **Project Concern International IT Consultant**

**January 2011  
Lusaka, Zambia**

Responsible for restructuring the network infrastructure that had been run down and compromised by security vulnerability and restored all network operations and services back to normal.

#### *Accomplishments:*

- Restructured the network infrastructure (a local area network, or LAN)
- Cleaned all user computers that had been highly infected the network. Re-configured all servers, including Microsoft Exchange server, bringing the system back to normal and optimum use
- Re-built redundant desktops for donation to small NGOs as identified by PCI Zambia

**Health Communication Partnership****January 2007 – November 2009****Computer Graphics Specialist****Lusaka, Zambia**

Designed communication materials produced by HCP and other partner organisations, from concept to print-ready product, as well as provided proof-reading skills on books and manuals.

*Accomplishments:*

- Met or surpassed all materials development/design deadlines (books/manuals, posters, brochures, flyers, multimedia CD creation, etc.)
- Initiated and launched in-house newsletter for which I was editor, main writer/contributor and layout designer
- Trained graphics assistant in computer appreciation and consequently hands-on use of Adobe Creative Suite 3, an industry standard package for computer graphics

**Health Communication Partnership****August 2006 – December 2006****Computer Graphics Specialist (Consultant)****Lusaka, Zambia**

Designed communication materials produced by HCP and other partner organisations, from concept to print-ready product, as well as provided proof-reading skills on books and manuals.

*Accomplishments:*

- Designed materials that had backlogged for 3 months in a very short period to bring the project's production up to date, among them two community health manuals and posters.

**Abt Associates, Inc****October 2005 – July 2006****Information Technology (IT) Specialist****Lusaka, Zambia****Health Services and Systems Programme**

Responsible for the administration and maintenance of the local area network and created and provided user hands-on training in computer appreciation and applications. I assisted the IT Manager in security administration and helpdesk support for all users as well as provided technical assistance to project sites in other provinces.

**Abt Associates, Inc****August 2004 – October 2005****IT Manager (Acting)****Lusaka, Zambia****Health Services and Systems Programme**

Designed network infrastructure from scratch at the very inception of the project at new office premises and deployed the same within seven days.

*Accomplishments:*

- Built up network infrastructure (a local area network, or LAN) for up to 60 users
- Configured file servers and Microsoft Exchange server for mail, and administrated a robust back-up system, with a roaming profile system for users
- Trained drivers and janitors in computer appreciation before building up a 5-PC sub network that fed on the main LAN, for them to access the internet and mail from MS Exchange
- Built up and maintained a very secure network, that was never hacked or security compromised, to the satisfaction of users (received commendation from Abt Associates, Inc Head of IT for its international offices.)
- Conceived the project's database and website that I supervised from concept to online publishing with contractor

**Abt Associates, Inc****June 2003 – August 2004****IT Manager****Lusaka, Zambia****Zambia Integrated Health Programme**

At the very outset of being offered the job, I was tasked with the challenge of re-configuring the whole local area network, whose operation and security had been highly compromised. The mail system had malfunctioned.

*Accomplishments:*

- Re-designed and re-configured the LAN without noticeable disruption of services for users
- Helped procure industry-standard LAN server equipment to replace the failing one
- Managed both IT and telephone equipment/systems
- Introduced and maintained telephone call logging system for management of call bills

**Johns Hopkins University/Center for Communication  
Programs (JHU/CCP) – Zambia Field Office  
Computer Graphics Specialist  
Zambia Integrated Health Programme**

**March 1999 – May 2003  
Lusaka, Zambia**

My main task was to design all communication materials for ZIHP as well as provide IT user support to staff. From the inception of the project, I single-handedly designed (in most cases, including proof-reading) publications such as posters, books, press releases, brochures, etc.

*Accomplishments:*

- Designed materials for ZIHP as well as for Trendsetters, a youth publication supported by JHU/CCP
- Was able to standardise (branded) and design PowerPoint presentation for ALL project staff. This was a very challenging task.

**LANGUAGE SKILLS**

**English:** Fluent

**EDUCATION**

- 2010: **Information Systems Audit • MS SQL Server 2005 - Designing a Database Server Infrastructure • Linux System Administration Training (training only)**  
Computer Training Unit, University of Zambia, Lusaka
- 2009: **CCNA (training only, yet to take certification examinations)**  
Computer Training Unit, University of Zambia, Lusaka
- 2005: **C2400 Implementing and Managing a Microsoft Exchange Server 2003  
2011 Workshop: Troubleshooting Microsoft Exchange Server 2003**  
CS Holdings Education Solutions, Midrand, South Africa
- 2004: **D2277 Implementing Managing and Maintaining MS Windows Server 2003  
Network Infrastructure: Network Service  
2276 Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts  
2273 Managing and Maintaining a Microsoft Windows Server 2003 Environment**  
CS Holdings Education Solutions, Midrand, South Africa
- 2000: **Administering Microsoft Windows NT 4.0**  
Millennium Training Centre, Lusaka (Microsoft Certified Training Centre)
- 1999: **Diploma in Information Technology**  
Evelyn Hone College of Applied Arts and Commerce, Lusaka
- 1998: **Certificate in Sub-editing**  
Zambia Institute of Mass Communication, Lusaka
- 1997: **Certificate in Art Desktop Publishing**  
Zambia Institute of Mass Communication, Lusaka
- 1991: **Certificate in Journalism**  
Evelyn Hone College of Applied Arts and Commerce, Lusaka

## REFERENCES

Lynn Lederer                      Former Country Director – Project Concern International (2010 – 2011)  
Former Chief-of-Party HCP Zambia (2004 – 2009)  
E-mail: llfamily2002@yahoo.com

Elizabeth K. Halubili            Human Resource and Administrative Manager  
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Nancy Brown                      IT Program Manager – International  
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Elizabeth T. Serlemitsos       Resident Advisor (formerly Chief-of-Party ZIHP for JHU/CCP)  
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