Carlington Netsiyanwa

Rothwell, QLD 4022

Carlington.kn@gmail.com

0480 400 866

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Excellent communicator, both verbally and in writing, with a track record of building great connections and surpassing objectives. To fulfill tough design requirements and timeline targets, work well in high-pressure circumstances. Motivated to learn new systems on a regular basis. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibility to meet team goals.

Skills

- Firewalls Configurations
- Microsoft Offices from Office Office 365
- Ability to work remotely and coordinate with team members efficiently.
- Digital marketing and Content Creation.
- AI Model Training & Deployment
- Wireshark
- Kali Linux
- Cisco Security Tools

- VMware, Microsoft Active Directory
- Procedure Documentation
- Graphics Designing (Photoshop)
- Programming Python
- Log Analysis & Threat Hunting
- Metasploit
- OSINT Tools
- Microsoft Defender for Endpoint

Education

Master of Science in Cyber Security and Digital Forensic   *Feb 2024 - July 2025*

University of The Sunshine Coast, Sunshine Coast, QLD

Bachelor in Electronic Commerce and Information Technology   *Aug 2018 - Oct 2022*

Harare Institute of Technology, Harare, Zimbabwe

Work history

IT Support and Security Services Technician

Synerger Care, Queensland, Brisbane   *May 2023 - Current*

- Conducted security awareness training and supported compliance with relevant standards.
- Managed Microsoft 365 Office security settings, including user access controls, data loss prevention (DLP), MFA, and secure email configurations.
- Implemented and maintained security measures including firewalls, antivirus solutions, and access controls.
- Provided first and second-level technical support for hardware, software, and network issues.

IT Support and Digital Marketing Officer (Part-Time)

Anchored Care, Queensland, Brisbane   *May 2021 - Current*

- Provided first and second-level technical support for hardware, software, and network issues.
- Managed Microsoft 365 security settings, including access controls, DLP, MFA, and secure email.
- Provided IT support for ShiftCare, enabling effective use of rosters, client data, and service tools.
- Graphics Designing Web management and Content Creation.

System Administrator Officer

William Bain (New Holland), Harare, Zimbabwe   *May 2021 - December 2022*

- Maintained and monitored system performance, backups, and updates.
- Ensured data security, integrity, and compliance with IT policies.
- Provided technical support for hardware, software, and network issues.
- Managed user accounts, permissions, and system access controls.
- Administered Sage for accounting, payroll, and financial reporting.

CERTIFICATIONS

- **Microsoft**: Security Compliance and Identity Fundamentals
- **Microsoft:** Fundamentals of AI and Machine Learning
- **Codio:** Understanding ISO Security Standards
- **John Hopkins University:** IT Support in Healthcare

References

- Nash, M, Operations Manager, nash@synergercare.com.au, +61 404666142,

  Synerger Care (Australia)

- Tafa, General Manager, tafadzwa.makiwa@bain.co.zw, +263 773 195 537,
  Bain New Holland

Achievements

- Awarded Best Capstone Design Project
- Presented project at the 2020 Dubai Expo
- Developed the First Automated Reprographic System in Zimbabwe
- Led the design and implementation of a 3D Printing Development Machine

Languages

English