

Jabulani Sidney Ncube
Cell (313) 231-3847
Email: jabu@jtwifi.com
Website: www.jtwifi.com

Expertise

- Help Desk Supervision
- Home/Office Computer Setup & Training
- Home/Office Wireless Network
- Computer Maintenance & Upgrades
- Laptop Setup & Training
- Handheld devicec & Training
- Computer and technology purchase recommendations

Work Experience

January 2002 to Present: JT Wireless LLC. Detroit, Michigan
Owner

Job Duties:

- Own and operate a technology consulting services company www.jtwifi.com.
- Build and maintain secure home based and small business wireless networks with file sharing and remote desktop connection
- Purchase and customize home based and small business computers for customers
- Create child safe browsing on home based networks using a combination of software and firewall security settings

June 1996 to Present: ***Title: Help Desk Supervisor*** [Miller Canfield Paddock & Stone](http://www.miller-canfield-paddock.com)
150 W. Jefferson, Ste. 2500
Detroit, Michigan 48226

Job Duties:

1. Supervises the day-to-day operations of the help desk.
2. Identify, research, and resolve complex technical problems.
3. Create and manage escalation procedures and ensure service levels are maintained.
4. Document, track, and monitor problems to ensure resolution in a timely manner.
5. Supervises subordinate personnel including: hiring, determining workload and delegating assignments, training, monitoring and evaluating performance, and initiating corrective or disciplinary actions.
6. Stage, configure and maintain firm laptops and desktops (with Win 95, Win NT, Win 2000, Win XP, Vista) to be operated Wide Area Network
7. Implement mobile computing accessories, support and train on use of those devices such as Palm and BlackBerry handhelds.
8. Work with the systems engineer in the configuration, testing, installation & maintenance of servers, workstations, laptops and their applications
9. Work with the firm's Computer Support Center to provide expert first level application troubleshooting to end users
10. Train end-users, one on one, on use of laptops, desktops and their related applications.
11. Configure video conferencing software

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Computer Experience

Windows 95 & 98, Windows NT 4.0, Windows 2000, Windows XP, Vista, Windows 2003, Mac OS, Basic Novell NetWare, Visual Basic, Altiris, QuickBasic, COBOL, Internet, Lotus, Folio, Harvard Graphics, PowerPoint, Excel, Access, Word, Microsoft's Publisher, Microsoft's FrontPage, SQL, WordPerfect and Altiris.

Education

January 1998 to December 1999:

Master of Science in Information Management and Communication

Walsh College
Troy, Michigan

Graduated Cum Laude

August 1993 to August 1997:

Bachelor of Arts in Business Administration and Management Information Systems and Minor in Accounting

Wayne State University
Detroit, Michigan

Graduated Cum Laude

Honors

1. 1998 & 1999 Selected to Walsh College's Deans List
2. 1996 Richard H. Austin Excellence in Accounting Award
3. 1995 Lawrence and Charlyne Braun Endowed Award
4. Four times selected to WSU's Deans List
5. 1994 Endowment Award for Academic Excellence
6. Golden Key National Honor Society
7. Beta Gamma Sigma