

## 01 / PROFILE

## Systems work, from the user to the infrastructure.

Field Engineer at a Queensland managed services provider, supporting 30+ client environments across Microsoft 365, Intune, Entra ID, networks, firewalls, voice, security, and onsite systems. Brings a Bachelor of ICT and software-development foundation to support, implementation, documentation, and internal operational work.

## 02 / EXPERIENCE

MAY 2025 - PRESENT

### Field Engineer

Queensland managed services provider / Remote and onsite

- Manage a personal ticket queue across 30+ client environments, triaging Tier 1/2 work by business impact and documenting clear handovers for escalated issues.
- Administer Microsoft 365 for 150+ users across mailboxes, groups, Teams, SharePoint, licensing, MFA, onboarding, offboarding, and Intune enrolment for Windows, iOS, and Android.
- Install and troubleshoot networks, WatchGuard firewalls, switches, access points, structured cabling, IP cameras, NVRs, DNS records, SSL certificates, backup monitoring, and recovery tasks.
- Support tenant migrations, hardware MFA rollouts, VoIP deployments, NBN and SIP provisioning, and end-user training; produce work instructions and Visio diagrams used by the team.

JAN 2023 - AUG 2024

### Software Engineer / Project Lead

E-Forest Project / Malawi

- Led a seed-funded conservation-technology project from concept through prototype development, iteration, and field trials in forest-reserve settings.
- Worked across audio-classification devices, edge software, integration, data collection, application delivery, deployment, and ranger training with project collaborators.

JUN 2022 - DEC 2022

### IT Officer Intern

Nkhoma Mission Hospital / Malawi

- Provided first-line support for staff hardware, software, network faults, and on-premises Exchange email issues.
- Built a web-based procurement system and maintained Access databases supporting hospital information workflows.

BU

RESUME / PORTFOLIO EDITION

# Believer Umuragwa

IT SUPPORT / FIELD ENGINEER / SYSTEMS AND INFRASTRUCTURE

Queensland, Australia

believerumuragwa@gmail.com

linkedin.com/in/beliver-umuragwa

## 03 / SELECTED CAPABILITIES

### Microsoft 365 and identity

Microsoft 365, Exchange Online, Entra ID, Intune, Teams, SharePoint, OneDrive, licensing, MFA, PowerShell administration

### Networks and infrastructure

TCP/IP, DNS, DHCP, VLANs, Wi-Fi, VPN, WatchGuard firewalls, switches, access points, structured cabling, Windows Server

### Security and continuity

Microsoft Defender, Avanan, Huntress, Webroot, phishing investigation, YubiKey, Essential Eight, backup monitoring and recovery

### Voice, systems and software

3CX, Yealink, SBCs, SIP trunks, number porting, IP CCTV/NVR, Git, Node.js, JavaScript, Express, Vue, C#, Java, Python, Docker

## 04 / EDUCATION AND CERTIFICATIONS

### Bachelor of Science in Information and Communication Technology

Daeyang University, Malawi / Completed July 2023 / Graduated March 2024

### D-Link Certified Network Professional - Switching

D-Link Australia / Issued June 2026 / Valid through June 2029

### D-Link Certified Network Professional - Wireless

D-Link Australia / Issued June 2025 / Valid through June 2028

## 05 / CURRENT DIRECTION

Microsoft 365 administration and cloud engineering foundations. Portfolio edition: employer and client-identifying details are intentionally omitted.