

Levis Makurumure

IT Infrastructure Professional • MSc Cloud Computing • AWS Certified

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PROFESSIONAL SUMMARY

Experienced IT infrastructure professional with 8+ years across 1st–3rd line support in enterprise and managed-service environments, now specialising into cloud engineering. Holds an **MSc-level Master of Technology in Cloud Computing** (UK ENIC assessed, RQF Level 7) and is **AWS Certified Cloud Practitioner**. Strong foundation in networking, virtualisation, firewalls and systems administration, with hands-on AWS project work building and documenting cloud-native systems. Seeking a cloud, infrastructure or IT support role where deep troubleshooting experience and cloud qualifications add immediate value.

CORE SKILLS

Cloud & AWS: AWS (Cloud Practitioner), S3, CloudFront, IAM, Route 53, EC2 fundamentals, cloud architecture principles

Networking: LAN/WAN, TCP/IP, DNS, DHCP, VPN, Wi-Fi, VoIP, FortiGate firewalls, Cisco Packet Tracer

Infrastructure: VMware, EVE-NG, Windows Server, Active Directory, hardware builds & diagnostics

Systems & Support: Windows 10/11, Microsoft 365 administration, incident management, SLA compliance, ticketing & remote support tools

Engineering: Git/GitHub, CI/CD concepts, Infrastructure as Code (learning), documentation-driven delivery

PROFESSIONAL EXPERIENCE

Health Care Support Worker — Fife Council, UK *Jul 2023 – Present*

- Provide high-quality care to residents; maintain accurate records and communicate with healthcare professionals.
- Operate safely under pressure in a demanding environment — reliability, responsibility and clear communication.

IT Support Technician — Vivid IT Solutions, Biggleswade, UK *Jan 2023 – Apr 2023*

- Delivered 1st line support for Windows, Microsoft 365, VoIP and networking issues, remote and on-site.
- Diagnosed hardware, software and connectivity faults; managed the full IT asset lifecycle.
- Met defined SLA response targets and maintained accurate support documentation.

Senior Support Engineer — Government Internet Service Provider, Zimbabwe *Jan 2016 – Nov 2022*

- Provided 1st–3rd line support for enterprise networks, servers and end-user systems across multiple sites.
- Installed and maintained hardware and software infrastructure; resolved LAN/WAN issues to minimise downtime.
- Monitored organisational connectivity and coordinated with providers to resolve outages.
- Designed and tested enterprise network topologies in Cisco Packet Tracer; implemented a CCTV system over existing network infrastructure.

EDUCATION

Master of Technology in Cloud Computing — Harare Institute of Technology • 2023

UK ENIC assessed as comparable to a UK Master's degree (RQF Level 7). Ref: 4002488634.

BSc (Honours) Information Technology — Chinhoyi University of Technology • 2015

UK ENIC assessed as comparable to a UK Bachelor (Honours) degree (RQF Level 6). Ref: 4002488634.

CERTIFICATIONS

- AWS Certified Cloud Practitioner — valid until June 2026

PROJECTS

Personal Engineering Platform — a public, cloud-hosted web application built on AWS (S3 + CloudFront, infrastructure as code, CI/CD) that documents cloud engineering decisions and learning. Built with Astro; deployed and operated as a live system.

FortiGate Firewall & Network Simulation Labs — configured firewall policies and filtering; designed enterprise network topologies with routing and switching in Cisco Packet Tracer.

Virtual Infrastructure Lab — built virtual environments in VMware and EVE-NG to test connectivity, troubleshooting and configuration.

ADDITIONAL INFORMATION

- Full UK Driving Licence (Cars & Motorcycles)
- Languages: English, Shona

References available on request.