

CURRICULUM VITAE

LIVING LAURENCE MACHA

CONTACT

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PROFESSIONAL SUMMARY

I am an IT Administrator with practical experience in managing IT infrastructure, networks, servers and user support to keep daily operations running smoothly. I have worked with virtualization technologies, WMS and ERP systems, network and fiber infrastructure while ensuring systems remain secure and reliable. Alongside my IT background, I have also supported warehouse and logistics operations, helping integrate technology into inventory and supply chain processes to improve efficiency and accuracy. I am proactive, adaptable and always focused on delivering stable systems and continuous improvement.

WORK EXPERIENCE

EALS – EACOP Project | Dar es Salaam, Tanzania | IT Administrator | Jan 2025 – Jan 2026

- Provided IT infrastructure support across networks, servers, systems and end-user devices to ensure continuous business operations.
- Delivered Service Desk and IT support using ITIL processes, including ticketing, troubleshooting, monitoring and reporting.
- Managed IT hardware resources including inventory tracking, asset management and capacity planning.
- Planned and implemented IT infrastructure projects including system upgrades, deployments and major changes.
- Conducted User Acceptance Testing and coordinated infrastructure action plans.
- Ensured compliance with IT security, licensing, and corporate IT policies and standards.
- Managed IT vendor contracts and Service Level Agreements (SLAs), ensuring supplier performance and compliance.
- Maintained technical documentation for systems, procedures and configurations.
- Ensured IT operations compliance with ISO, ITIL, and QHSE processes.
- Monitored emerging technologies and recommended improvements to IT infrastructure and operations.
- Participated in weekly IT coordination meetings and prepared periodic performance and capacity reports.

**EALS – EACOP Project | Dar es Salaam, Tanzania | Warehouse Management System (WMS) Officer
| Dec 2023 – Dec 2024**

- Provided day-to-day WMS support and troubleshooting to ensure smooth warehouse operations.
- Manage onboarding of new customers into the WMS, including configuration and training.
- Coordinate WMS implementation projects with cross functional teams.
- Developed and maintained WMS policies, procedures, and documentation.
- Monitored system performance and generated operational reports.
- Integrated WMS with ERP and other business systems for seamless data flow.
- Conducted user training sessions to enhance system usage and accuracy.
- Collaborated closely with Tracking Officers to ensure real-time visibility of materials and shipment status in the WMS.
- Worked with Transport Officers to coordinate dispatch, delivery scheduling and transport documentation in line with logistics plans.
- Supported logistics teams in tracking inbound and outbound cargo to improve transport efficiency and reduce delays.

**Happy Sausages Ltd | Arusha, Tanzania | IT Administrator and Warehouse Supervisor | Sept 2018
– Aug 2022**

- Oversaw daily warehouse operations, including inventory control, quality checks, and storage planning.
- Supervised warehouse staff schedules, performance, and training to improve productivity.
- Managed stock analysis, reporting, and cost control for efficient warehouse operations.
- Implemented ERP and IT-based systems to streamline inventory tracking and logistics reporting.
- Coordinated between IT and operations departments to integrate technology with warehouse functions.
- Developed and enforced SOPs for warehouse and logistics operations to reduce errors and improve efficiency.

Habari Node PLC | Arusha, Tanzania | Network Technician | July 2017 – Sep 2017

- Installed, configured, and maintained network infrastructure including routers, switches, and wireless access points.
- Assist in deployment and maintenance of fiber optic links and network connectivity.
- Supported fiber splicing, testing, and troubleshooting of network connections.
- Monitored network performance and ensured reliability and security of connectivity.
- Provided technical support for LAN, WAN, and internet connectivity issues.
- Documented network layouts, fiber routes, and maintenance procedures.

EDUCATION

- **Institute of Accountancy Arusha** | Arusha, Tanzania | *Bachelor of Computer Science* | Oct 2015 – Dec 2018
- **University of Dar es Salaam Computing Centre** | Dar es Salaam, Tanzania | *Diploma in Computing and Information Technology* | July 2013 – July 2015
- **University of Dar es Salaam Computing Centre** | Dar es Salaam, Tanzania | *Certificate in Computing and Information Technology* | July 2012 – July 2013
- **Moshi Secondary School** | Moshi, Tanzania | *Certificate of Secondary Education (CSE)* | Jan 2008 – Oct 2011

PROJECTS

Project 1: Network Services Server

- Client: Happy Sausages Ltd
- **Role:** Team Leader
- **Duration:** April 2021 – June 2021
- **Environment:** Proxmox VE and Linux (Ubuntu server 16.04)

Summary: Led a team to set up a Proxmox Virtual Environment and install Ubuntu Server VMs. Configured and tested various network services, including ERPNext, DNS, Mail, DHCP, and File Sharing.

Project 2: VOIP System

- Client: Happy Sausages Ltd
- **Role:** System Technician
- **Duration:** 5 Weeks
- **Environment:** Elastic PBX

Summary: Installed, configured, and tested Elastic PBX as a server, and installed the 3CX application on mobile devices for clients.

Project 3: Online Marketing Management System

- Client: China Gold Development Group
- **Role:** Team Leader
- **Duration:** February 2015 – May 2015
- **Environment:** HTML, PHP, MS SQL Database

Summary: Led a team in the development of a web application that allows customers to place online product orders.

SKILLS & ATTRIBUTES

- **Technical Skills:** Warehouse & Logistics Management, Inventory Control, WMS & ERP Systems, Networking & Fiber Infrastructure, IT Support, Virtualization & Servers, VOIP, CCTV, Programming (HTML, PHP, MySQL).
- **Attributes:** Self motivated, proactive, strong team player, excellent problem solving skills, detail oriented, able to work in dynamic environments.

TRAINING & WORKSHOPS

- **Leadership & Management Training (PROXY):** Association of Tanzania Employers (ATE), June 2025, Dar es Salaam.
- **Management and Handling of Chemicals:** Government Chemist Laboratory Authority, July 2024, Dar es Salaam.
- **ICANNWiki Editorship:** ICANNWiki, April 2018, Arusha.
- **Renal International Education Outreach:** Renal IEO Project, September 2017, Arusha.
- **Systems and Network Security (SNS):** TZNOG, September 2017, Dodoma.
- **Scalable Internet Services (SIS):** TZNOG, August 2016, Dar es Salaam.

HOBBIES & INTERESTS

- Exploring logistics and supply chain technologies
- Building and experimenting with home lab setups
- Watching technology and operations tutorials
- Learning new IT and logistics tools

REFEREES

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