

NYASHA PRINCE JIRI

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SUMMARY

IT support professional with experience supporting users through remote sessions, account administration, VPN troubleshooting and network support. CCNA certified with a National Diploma in Information Technology. Hands-on Microsoft 365 lab experience covering Entra ID, Exchange Online, Teams, SharePoint and access management. Seeking an IT Support or Help Desk role.

EXPERIENCE

Lani Tech Solutions | January 2025 - September 2025

IT Support Technician

- Supported users through remote sessions, troubleshooting technical issues and providing guidance.
- Assisted with user onboarding, offboarding, permissions and two-factor authentication across Google Workspace, HubSpot and related platforms.
- Investigated WireGuard VPN access issues involving DNS, firewall rules and tunnel configuration.
- Assisted with LAN, wireless and internet connectivity issues, including latency and packet loss; escalated issues when needed.
- Supported Linux VPS and hosted applications through updates, log reviews, backup checks and SSL/TLS troubleshooting.
- Documented incidents, system changes and support procedures to support troubleshooting and knowledge sharing.

PROJECTS

Microsoft 365 Small Business Deployment | Independent Lab

Source: <https://github.com/NyashaJiri/Microsoft-365-Small-Business-Deployment-Lab-2>

- Configured eight users, groups and shared mailboxes in a Microsoft 365 developer tenant; tested delegated mailbox access and Send As permissions.
- Configured MFA, self-service password reset and Teams/SharePoint permissions; documented support cases and validated a delegated helpdesk password reset using audit logs.

Branch Office Network | Cisco Packet Tracer Lab

Source: <https://github.com/NyashaJiri/Simple-LAN-Design-Using-Cisco-Packet-Tracer-Network-Lab-1>

- Built a simulated three-department network with VLANs, DHCP, WPA2 wireless and inter-VLAN routing; verified connectivity using ping tests.

EDUCATION

National Diploma in Information Technology | Bulawayo Polytechnic College | 2024 - 2025

National Certificate in Information Technology | Bulawayo Polytechnic College | 2023

CERTIFICATIONS

Cisco Certified Network Associate (CCNA) | Completed May 2026

SKILLS AND TECHNOLOGIES

User Support: Remote assistance, account access, onboarding/offboarding, incident documentation.

Platforms: Google Workspace, HubSpot, Linux; Microsoft 365, Entra ID, Exchange Online, Teams and SharePoint.

Networking: TCP/IP, DNS, DHCP, VLANs, VPNs, Wi-Fi, MikroTik and Cisco Packet Tracer.