



NIGEL BETA

INFORMATION TECHNOLOGY SPECIALIST

ABOUT ME

Results-driven IT Specialist with over 5 years of experience in IT management, strategy development, and technical support. Furthermore, skilled in communication and problem-solving, with a focus on implementing cost-effective solutions, driving successful projects and delivering exceptional customer service.

CONTACT

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📍 Johannesburg, Gauteng

JOB SKILLS

- Attention to detail
- Communication skills/Report writing
- Strong analytical and conceptual skills
- Adaptable
- Inclusivity and team player
- Ability to work under pressure
- Self-Starter
- Fast learner

TECHNICAL SKILLS

- Linux Environment
- DevOps
- Networking
- ERP/CMS/CRM
- Security Protocols and Firewalls
- Full Stack Dev
- Cloud computing

WORK EXPERIENCE

Company: Church of the Nazarene – Africa Region | Johannesburg
Position: Regional Information Technology Specialist
Duration: Nov 2018 to date

- Led IT management and strategy development for the Africa Region, aligning systems with organisation goals
- Consolidated three corporate headquarters across Africa into a central facility, reducing expenditures of redundant ITSM in the other 2 headquarters.
- Proactively reviewed and optimised computer systems and networks in line with IT policies, boosting system performance by 20% and achieving 98.5% uptime.
- Implemented cost-effective measures, including the deployment of a VoIP system, resulting in a 45% reduction in IT expenses.
- Developed and executed corrective action plans to address network issues, improving network availability by 35%
- Collaborated with project coordinators to clear, achievable goals and streamline workflows, increasing project completion rate by 20%
- Implemented a comprehensive IT lifecycle system management framework, leading to an 80% improvement in system oversight and efficiency.
- Played a key role in developing, administering, and testing disaster recovery plans, ensuring business continuity in case of system failure.
- Advised senior management on project scope, priorities, and resource allocation, optimising system capacity and equipment procurement for cost-effectiveness.
- Streamlined technical support processes, boosting productivity and achieving a 100% customer satisfaction rate.
- Negotiated favorable SLAs with vendors and suppliers, improving service reliability and reducing operation costs.
- Developed and managed annual IT budgets, including budget planning for network infrastructure projects across Africa, ensuring cost-effective allocation of resources and alignment with organisation goals

NOTABLE ACHIEVEMENTS

▪ Network Architect

Church of the Nazarene Africa Headquarters in Johannesburg (South Africa), Nairobi (Kenya) & Abidjan (Cote d'Ivoire) / Nazarene Theological College - South Africa / Nazarene Bible College East Africa.

▪ Conference Coordination

Church of the Nazarene Regional Meeting for Executive Board (2018-2022) / Women's Extravaganza Regional Conference (2018) / Tuko Pamoja Africa Regional Conference Accra (Ghana) & Lusaka (Zambia) (2020).

▪ IT Projects

Special global projects / Adaptation of Learning Management Systems (LMS) and Student Information Systems (SIS) at Institutions across Africa / Analyse and advise network infrastructure of different stakeholders.

KEY COMPETENCE

- Information Technology Strategy
- Information Technology Operations
- Information Technology Services Management
- Information Technology Infrastructure Management
- Information Technology Project & Program Management
- Information Technology Consulting
- Data Analysis/Statistical Data Analysis
- Research & Development

BADGES



WORK EXPERIENCE

Company: Church of the Nazarene – Africa Region | Johannesburg

Position: Regional Communication Assistant & IT Assistant (Volunteer)

Duration: February 2018 to October 2018

- Led promotional efforts to enhance brand awareness and increase online audience by 1000% through targeted marketing and client outreach strategies.
- Conceptualized and conducted research on regional values, vision and statistics to provide valuable insights and contributions to Africa Regional strategies.
- Edited and reviewed written materials for accuracy, brevity, and effectiveness, resulting in a 20% improvement in communication materials.
- Utilized Adobe Creative Suite to design and create visual content, photo manipulation, and publication design.
- Coordinated and set-up for photo and video shoots according to production schedules, and equipment availability.
- Managed translation equipment and set-up translation booths for Regional Conference with over 1000 attendees from all over Africa, with a focus on Portuguese and French languages.
- Maintained and updated corporate website using CMS and associated plugins, ensuring a consistent and professional online presence (HTML, CSS).

EDUCATION

- NSC | Matric
- DEGREE | BSc in Informatics (In Progress)
- CERTIFICATE | CompTIA A+
- CERTIFICATE | Offensive Security & Ethical Hacking
- CERTIFICATE | Google IT Support
- DIPLOMA | Professional Diploma in Cybersecurity
- CERTIFICATE | UBWA, UWA, UEA, UFSP, URSCA
- CERTIFICATE | Grandstream Certified Specialist NS
- CERTIFICATE | Grandstream Certified Specialist UC

REFERENCE

- Joshua Williams (*Global IT Director/Church of the Nazarene Inc.*) | jwilliams@globalnaz.org | +1 208 407 6721
- Theola Phiri (*Human Resources Manager/Africa Region - Church of the Nazarene*) | +27 82 412 1720
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