Vivek Mohabeer



IT professional with an MBA · IT operations, systems administration and infrastructure

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Profile

IT professional with a BSc (Hons) in Software Engineering and an MBA, bringing over five years of experience in IT operations, systems administration and IT infrastructure across government, academic and private organisations. I keep systems reliable and secure, support users, and coordinate suppliers and projects. Proactive and analytical, I'm looking to bring technical expertise and leadership together in a role with greater responsibility.

Key achievements

- Improved IT system uptime and reliability through proactive monitoring and security measures at the Ministry of Finance and the Assessment Review Committee (ARC).
- Provide IT infrastructure and end-user support to more than 500 staff and students at Université des Mascareignes (UdM).
- Supported the deployment and maintenance of government online systems, including the ARC computerisation project, ensuring smooth adoption across departments.
- Designed and implemented an internal IT helpdesk ticketing system during my internship, reducing issue resolution time.
- Help manage the National Open Educational Resources Repository of Mauritius (NORM), keeping UdM lecturers' digital learning resources up to date for nationwide access.
- Won Webcup Maurice 2019 and its Prix de la Viralité with Team Mauweb, then placed first runner-up at Webcup International 2019 in Mayotte.

Work experience

Computer/ICT Technician

Oct 2022 – present

Université des Mascareignes, Pamplemousses

- Provide IT support and oversee computer laboratories across the university.
- Maintain, repair and administer computer systems and peripherals.
- Troubleshoot and resolve network, hardware and software issues.
- Advise on IT security and the procurement of ICT equipment.
- Liaise with suppliers for the maintenance and repair of ICT infrastructure.
- Ensure the smooth operation of teaching aids and support end users.

IT Officer, Service to Mauritius programme

Feb 2021 – Oct 2022

Ministry of Finance, Economic Planning and Development, Port Louis

- Administered and monitored wired and wireless network infrastructure and deployed government online systems.
- Configured, deployed and maintained servers, VoIP phones and IT equipment.
- Performed system performance monitoring and backups, and enforced IT security.
- Managed databases, users, groups and shared resources on servers.
- Delivered technical support for video conferencing, the intranet and web portals.
- Contributed to IT projects and documented the IT infrastructure.

IT Intern

Apr 2019 – Jun 2019

Apollo Solutions Ltd, Ebene

- Assisted with IT operations, PC configuration and networking setup.
- Supported hardware and software installation and IT inventory management.
- Developed and implemented an internal IT helpdesk ticketing system.
- Provided IT support and training to employees, and managed user accounts in Active Directory.

Education

Master of Business Administration (General), Merit

2020 – 2022

Open University of Mauritius

Key modules: Managing Information Systems, Operations Management, Quality Management, Managing Human Resources, Public Systems Management, Disaster Management, Electronic Commerce, Research Methods, Business Ethics.

BSc (Hons) Software Engineering, First Class with Honours

2016 – 2019

Université des Mascareignes

Key modules: Networking Essentials, Database Design, Cryptography and Security, Data Structures and Algorithms, Object-Oriented Programming, Software Project Management, Agile Software Development, Software Quality Assurance.

Diplôme d'Université Licence Technologique Génie Logiciel, Mention Bien

2018 – 2019

Université de Limoges, dual degree with Université des Mascareignes

Certifications

IT Deployments: Business and Technical Support Planning
Udemy, 2022

Disaster Recovery: IT and Business Continuity Planning
Udemy, 2022

Fundamentals of Digital Marketing
Google, 2022

Introduction to Sustainable Development in Business
Commonwealth of Learning, 2021

Projects

Internal IT helpdesk ticketing system
Designed and deployed to streamline support requests

Computerisation of the Assessment Review Committee
Automation and digitisation of evaluation workflows

National Open Educational Resources Repository
Upload and update of resources for lecturers

MBA research: the importance of mobile commerce
Adoption, consumer behaviour and mobile payments

Skills

Technical	IT operations, systems administration, networking (wired and wireless), IT infrastructure, IT security, servers, backups and monitoring, VoIP, Active Directory, Microsoft Entra ID, Microsoft 365 and OneDrive, Windows, macOS, Ubuntu, iOS and Android.
Operational	Database management, reporting, policy implementation, procurement and supplier coordination, documentation, staff coordination and workflow improvement.
Professional	Problem solving, interpersonal and communication skills, analytical and critical thinking, leadership and a proactive approach.
AI tools	ChatGPT, Claude, Copilot and Gemini for research, documentation and productivity, used responsibly.

Languages

Mauritian Creole (native), English (fluent), French (fluent), Hindi and Bhojpuri (basic).

References

Available upon request.