

Dear Hiring Manager

I am a 36-year-old, self-motivated, and hard-working guy with a lot of dedication to achieving the best that I can. I have studied **ICT** (Information and Communication Technology Diploma) at **UNISA, Academy International** (ICT Diploma), **net Hope and FPD USA College** (IT Technical Diploma), **SITA** (System Integrator Technology Management Capability Certificate) **BBT College** (HP certificate) and **3M** (networking certificate) **CTU Training Solutions** (A+, N+, MCSE, ITIL, CCNA & Cyber-security completed international exams) and constantly update myself about latest systems, applications, ICT trends etcetera.

Having specialized largely with ICT system support & training in the field of **Computer Programming** (System Software Development & Software Construction), **Technical Support** (A+, N+, S+, Server+), **Internet & Web Design** (XHTML, CSS, JavaScript, ASP.NET & PHP), **ICDL** (International Computer Driving License) and its surroundings in possession of the listed required capabilities, I am ready to add value to you as needed by addressing precisely the listed on the advert to my best.

My combined experience and skills of more than (5) five years in technical system support also a trainer/lecturer gave me a substantial knowledge of the pros and cons of diverse, selected systems and their consolidation.

**I have specialized largely in the following technical fields:**

- Software Installation, Troubleshoot, Configuring and Support
- Service Packs Installation and Management
- MS Office Application rooted knowledge (Windows 2000/XP/Vista and Windows Server 2003)
- Application & Content Integration
- Networking Design, Installation Upgrades, Support & Maintenance including site preparation & Cabling.
- Configuring and setting up Local Area Network (LAN) protocols for files and device sharing and securities.
- Configuring and setting up Wide Area Network (WAN) protocols for internet sharing, remote desktop support
- Hardware Installation, Configuring & Upgrading
- Hardware Diagnosis & Troubleshooting
- Hardware Preventive Maintenance
- Assistant with driver configurations and setups
- Hardware technical support (fixing specific devices Printer, Mouse, Keyboard, Monitor network devices, and other malfunctioning devices)
- Linux (Red hat/ubuntu only basic)

Thank you for your kind consideration of this matter.

I will certainly be happy if you could arrange for me, we discuss further my background, knowledge, and experience.

Yours Sincerely

**Nkosinathi J Mtshali**

## » Personal Details

First Names : Nkosinathi Jack  
Surname : Mtshali  
Date of Birth : 10 October 1987  
ID Number : 871010 6576 081  
Nationality : South African  
Gender : Male  
Marital Status : Single  
Race : Black  
Health Status : Good  
Home Language : IsiZulu  
Other Language : English & Setswana  
Criminal Record : None  
Driver's License : Yes (Code C1)  
Own car : Yes  
Hobbies : Playing Basketball & Soccer, working with calculations [esp. Maths Related]  
Personal Attributes : Self-motivated, Critical thinking, Disciplined, Attention to detail and accuracy, Initiative and Punctuality.  
Skills : Strong Knowledge of Client Services Technologies & Best Practices, Ability to multi-task, good relationship building & networking skills at all levels, Ability to anticipate and manage change, Support tools, Remote Access, Operating Systems, Software, Networking Basics, Directory Services and Soft Skills, Monitoring Tools, Scripting, Clouds Platforms and ITSM Platforms.

## » Contact Details

Phone : 076 72 77 467  
E-Mail : [nathinice2020@gmail.com](mailto:nathinice2020@gmail.com)  
Physical Address : No. 446 Unit PP1, Soshanguve, Gauteng, Pretoria, South Africa, 0152  
Physical Address : No. 268 Surrey Ave, Ferndale, 211 Habitat Apartment, Gauteng, JHB, SA, 2190  
Postal Address : same as above.

## » Education Details

### Academic Qualification

1. Institution : **Makhosini High School**  
Achievement : Matriculationseniorcertificate  
Year Obtained : 2006

### Tertiary Qualification

2. Institution : **Academy International Computer and Commercial Institute**  
Achievement : Information and Communication Technology Diploma  
Year Obtained : 2007 to 2009.
3. Institution : **Unisa (BSC Computer Science)**  
Student No : 43510647  
Year Obtained : Pending.
4. Company : **Galoboe Professional Service (3M South Africa Pty Ltd)**  
Achievement : Volition(SCQ)Network Cabling Installer System  
Year Obtained : 2012
5. Company : **Broadband College of Technology (HP ATA Pilot Programme)**  
Achievement : Designing & Deploying Connected Device Solutions.  
Year Obtained : 2012
6. Company : **NetHope Academy (International Collage from USA,)**  
Status : (IT Technical Diploma)  
Achievement : A+ N+ (Completed)  
Year Obtained : 2013
7. Company : **CTU Training Solution**  
Status : Certificates (International exams)  
Achievement : A+ N+ (completed), MCSE, AZURE, CCNA & ITIL (Completed), CCNP, Cybersecurity(Pending).

## » Language Skills

Language	Speak	Read	Write
IsiZulu	Good	Good	Good
IsiXhosa	Good	Good	Good
English	Good	Good	Good
Afrikaans	Fair	Fair	Fair
Sepedi/Setswana	Fair	Fair	Fair

## » Employment History

- Company : **EOH Mothombo (Pty) Ltd,**  
Company Register No : 1998/000103/07  
Nature of Business : **Microsoft Services**  
Position : **IT Field Service Engineer | Desktop Support Technician | Technical System Analyst**  
Period : 02 May 2011 to 29 December 2015  
Status : Employed for one project.

## Duties | Responsibilities

### Infrastructure Design:

- ✚ Providing 1st line technical support, answering support queries via phone & email.
- ✚ To log & priorities system & user support calls for the second line support team.
- ✚ Recording and auctioning faults as reported on: PC's, servers, laptops, technology devices and mobile. Determining the nature of faults and the steps required to rectify it.
- ✚ Provide support for FBSS Machine (banking application), ESS logging calls for FBSS, Banking application via ESS
- ✚ Writing progress and statistical reports for supervisors and managers.
- ✚ Document and maintain Help Desk policies and procedures.
- ✚ Reset password and connecting wireless connection.
- ✚ Train and supervise other IT support engineering staff.
- ✚ Track, monitor and report on all Help Desk incidents within defined customer's services levels. Providing advice, information and assistance to callers.
- ✚ Attempting to resolve all enquiries on first contact with the caller.
- ✚ Make sure that all telephone calls are answered promptly.
- ✚ Providing technical support over the phone to all ITusers.
- ✚ Handling incoming incidents via the phone / e-mail promptly and effectively.
- ✚ Diagnosing and resolving a wide range of technical issues over the phone.
- ✚ Take ownership of a call and see it through to closure.
- ✚ Escalating calls and issues were necessary to senior managers & team leaders.
- ✚ Provide troubleshooting and configuration support for client desktop and networking environment.
- ✚ Experience of setting up and maintaining hardware and software systems.
- ✚ Excellent telephone manners and customer service skills.
- ✚ Having the ability to listen to, understand and defuse difficult situations.
- ✚ Knowledge of all Microsoft office applications and operating systems.
- ✚ Setting up new users and disabling expired accounts in accordance with HR requirements.
- ✚ Providing support for MAC and PC.
- ✚ Ensuring all software purchased licensing is recorded and maintained.
- ✚ Fault-finding to core servers.
- ✚ Ensure all logs for equipment and users are maintained.
- ✚ Bank connectivity installation and configuration VPN, PGP, 3G, Token and wireless setup.

## » Employment History

2. Company	: <b>WWF South Africa</b>
Company Register No	: 003-226NPO.
Nature of Business	: <b>Connecting Nature</b>
Position	: <b>IT Infrastructure Engineer</b>
Period	: 16 March 2016 to July 2022
Status	: Resigned due to relocation issues.

### Duties | Responsibilities

#### Infrastructure Design:

- ✚ Perform routine backups & archival of files to assist with disaster recovery.
- ✚ Escalating and identifying any critical issues.
- ✚ Troubleshooting technical problems and implementing solutions.
- ✚ Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server.
- ✚ Responsible for diagnosing & resolving hardware, software & end users' problems.
- ✚ Acting as the first point of contact for all IT & technical queries.
- ✚ Involved in the rollout of software updates and patches.
- ✚ Responsible for allocating work to junior staff and induction training for new staff.
- ✚ Deploying new hardware, and server backups & evaluating new software & security risks. In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office up to Office 2007 and Office 365.
- ✚ Maintain the company's network infrastructure.
- ✚ Traveling to client sites to help with installs, deployment, and troubleshooting.
- ✚ Installing and operating Windows desktop and server operating systems.
- ✚ Network printer's setup and configuration.
- ✚ Answering technical queries and dealing with often frustrated users.
- ✚ Provide support for scheduled resource usage i.e. Video Conferencing, Voice recorders, conference phone etc.
- ✚ Hyper V management & Symantec Backup Exec management.
- ✚ Performing Daily Backups.
- ✚ Applying operating system updates, patches, and configuration changes.
- ✚ Cloud Administrator- Dropbox for Business, Google Suite and Office 365.
- ✚ Administrate Voice (Mitel PABX), Data (Internet Connectivity) and Video Communication/Conferencing systems and asset database maintenance and upkeep.
- ✚ IT audit - Procurement, audit of systems and software licensing
- ✚ Create user accounts and manage access (Active Directory, Office 365).
- ✚ Access control and Closed-Circuit TV system administration
- ✚ Support and maintenance of the Uninterruptable Power supply for the building
- ✚ IT Asset database maintenance and upkeep.

## » Employment History

3. Company	: <b>Ulwembu Business Services (Pty) Ltd (DOJ)</b>
Company Register No	: 2007/009825/07
Nature of Business	: <b>ICT Services</b>
Position	: <b>IT Technical Support Analyst (IT Networks/Applications Monitoring)</b>
Period	: 10 January 2023
Status	: On Contract Pending.

## Duties | Responsibilities

### Infrastructure Design:

- ✚ Maintain accurate and up-to-date asset inventory list of all devices used by exec VIP users and their personal assistants, external service provider support as well as operations dependencies.
- ✚ Install configure, and manage network devices, including routers switches, firewall and APs.
- ✚ Troubleshooting technical problems and implementing solutions, system interdependencies like: Applications, Networks, enterprise servers, etc.
- ✚ Monitor and maintain network performance by analyzing and troubleshooting network issues to ensure minimum downtime, Responsible for diagnosing & resolving hardware, software & end users' problems.
- ✚ Acting as the first point of contact for all IT & technical queries such as Tier2 and Tier3 support via a phone, email, or ITSM
- ✚ Involved in the rollout of software updates and patches.
- ✚ Responsible for allocating work to junior staff and induction training for new staff.
- ✚ Deploying new hardware, and server backups & evaluating new software & security risks. Maintain and monitor LAN WAN, and VPN connection for optimal connectivity between court locations.
- ✚ Maintain the company's network infrastructure, Responsible for preparation and submission of reports, including ensuring the quality and completeness of reports.
- ✚ Traveling to client sites to help with installation, deployment, and troubleshooting, provide second-line support to helpdesk staff in diagnosing network related issues for end-users and other IT systems.
- ✚ Installing and operating Windows desktop and server operating systems.
- ✚ Maintain and update network diagrams and documentations
- ✚ Monitor logs (using tools like **Splunk, Graylog, and ELK Stack**).
- ✚ Monitor **servers, networks, application, and cloud infrastructure** using tools like **Nagios, Zabbix, Imaster, SolarWinds, or Datadog**
- ✚ Network printer's setup and configuration.
- ✚ Answering technical queries and dealing with often frustrated users.
- ✚ Provide support for scheduled resource usage i.e. Video Conferencing, Voice recorders, conference phone etc.
- ✚ Hyper V management & Symantec Backup Exec management.
- ✚ Incidents and Problem Management.
- ✚ Applying operating system updates, patches, and configuration changes.
- ✚ Cloud Administrator- Dropbox, OneDrive for Business, and Office 365.
- ✚ Administrate Voice (Mitel PABX), Data (Internet Connectivity) and Video Communication/Conferencing systems and asset database maintenance and upkeep.
- ✚ IT audit - Procurement, audit of systems and software licensing
- ✚ Access control and Closed-Circuit TV system administration
- ✚ Support and maintenance of the Uninterruptable Power supply for the building
- ✚ Generate **daily/weekly reports** on the system uptime, performance, and issues

## » Reference

1. Company : **WWF South Africa**

Contact Person: Mr Rooi. R Mbuyane (IT Specialist, Service delivery manager)

Contact Tel : 011 648 0098 | 082 839 3939 | 061 441 1813 | 065 822 4572

Fax No : 086 5722766

E-Mail : [rmbuyambo@wfsa.org.za](mailto:rmbuyambo@wfsa.org.za)

2. Company : **DOJ (Momentum Centre)**

Contact Person: Mr Siphamandla Ngcwabe, Manager: ICT Service Delivery Management

Contact Tel : +27 12 315 1227 | 081 450 3243.

E-Mail : [sngcwabe@justice.gov.za](mailto:sngcwabe@justice.gov.za)

3. Company : **Absa Bank (Barclays)**

Contact Person: Mr Tshidiso Rampoloane, Technical Specialist | Firewall Engineer GTIS Africa | Network Technologies

Contact Tel : +27 11 772 7750 | 082 574 5443.

E-Mail : [tshidiso.rampoloane@barclays.com](mailto:tshidiso.rampoloane@barclays.com)

4. Company : **EOH Mothombo (Pty) Ltd**

Contact Person: Mr Piet Deweerdt, Service Delivery Manager

Contact Tel : +27 11 479 8921 | +27 83 4556489.

Fax : +27 11 607 8181

E-Mail : [piet.deweerdt@eoh.co.za](mailto:piet.deweerdt@eoh.co.za)