

KHAYELIHLE MANZI

Contact Information

- Phone: 0673170952
 - Email: khayelihlemanzi@gmail.com
 - Address: 4921, Section 4, Madadeni, 2951
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Professional Summary

Motivated and detail-oriented Former IT Support Technician Intern with hands-on experience providing technical support, troubleshooting hardware and software issues, and delivering efficient solutions for user problems. Former Dispatch Coordinator with proven skills in communication, organization, and logistics. Adept at combining technical expertise with strong interpersonal skills to ensure operational success.

Skills

- IT Support & Troubleshooting
 - Hardware & Software Maintenance
 - Network Configuration & Monitoring
 - Microsoft Office Suite & Windows OS
 - Customer Service & Communication
 - Organizational & Time Management Skills
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Work Experience

Intern IT Support Technician

Amajuba District Municipality

Dates: April 2024 – December 2024

- Provide technical support to end-users, ensuring minimal downtime for systems and applications.
- Assist in diagnosing and resolving hardware and software issues across departments.
- Collaborate with the IT team to maintain and upgrade network infrastructure.
- Document processes and solutions for common technical problems.
- monitoring systems, ensuring data security

Dispatch Coordinator

Qomazitha Garden Service

Dates: April 2019 – June 2020

- Coordinated daily schedules and deliveries, ensuring timely and efficient dispatch operations.
 - Communicated effectively with drivers and customers to resolve scheduling conflicts and delivery issues.
 - Maintained accurate records of dispatch activities, inventory, and service logs.
 - Streamlined processes, resulting in improved operational efficiency.
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Education

Old Mill High School

Qualification: Matric

Dates: 2014 – 2018

Majuba Tvet College

Qualification: Mechanical Engineering N4

Dates: 2021 – 2023

Majuba Tvet College

Qualification: IT : Technical Support NQF 4

Dates: 2023 – 2024

Certifications & Training

- Introduction to Network Analysis – Security Blue Team, 2024
- Cyber Security Simulation – FORAGE, 2024
- Networking Devices and initial configuration – Cisco, 2024

References

- Mr ZT Dhlamini - Majuba Tvet College
Facilitator
Zenzo.dhlamini@majuba.edu.za
0614912915
- Sanele Ndimande - Amajuba District Municipality
Website Design Officer/Supervisor
Sanelen@amajuba.gov.za
0609183179

- Sabatha Cynthia Mzimela

Qomazitha Garden Service Director

0727540970



REPUBLIC OF SOUTH AFRICA

Replacement National Senior Certificate

Issued to

KHAYELIHLE MANZI

Identity number 0011135194089

Exam number 5181134540057

Subject	%	Achievement level
IsiZulu Home Language	67	5
English First Additional Language	67	5
Mathematics	42	3
Life Orientation	77	6
Agricultural Science	44	3
Engineering Graphics and Design	52	4
Life Sciences	47	3
Physical Sciences	30	2
*****	***	*

This candidate is awarded the National Senior Certificate and has met the minimum requirements for admission to diploma or higher certificate study as gazetted for admission to higher education, subject to the admission requirements of the higher education institution concerned.

With effect from December 2018

M. S. RAKOMETSI

Chief Executive Officer

230 0322 7507 E



This certificate is issued without alterations or erasure of any kind



UMALUSI



Council for Quality Assurance in
General and Further Education and Training
South Africa
3894385

(See reverse for more information)

Certificate of Course Completion

khayelihle Manzi

has successfully achieved student level credential for completing the Networking Devices and Initial Configuration course.

The student was able to proficiently:

- Explain components of a hierarchical network design.
- Calculate numbers between decimal, binary, and hexadecimal systems.
- Explain how Ethernet operates in a switched network.
- Calculate an IPv4 subnetting scheme to efficiently segment a network.
- Explain how ARP enables communication on a local area network.
- Explain how DNS and DHCP services operate.
- Compare the operations of transport layer protocols in supporting end-to-end communication.
- Use the Cisco IOS and build a simple computer network using Cisco devices.



Scan to Verify

Laura Quintana

Laura Quintana
Vice President and General Manager
Cisco Networking Academy

December 10, 2024



**NEW YORK JOBS
CEO COUNCIL**



Forage

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future professionals

Khayelihle Manzi

Cybersecurity Job Simulation

Certificate of Completion

May 31st, 2024

Over the period of May 2024, Khayelihle Manzi has completed practical tasks in:

Design a phishing email simulation
Interpret phishing simulation results

Tom Brunskill
CEO, Co-Founder of
Forage



CERTIFICATE OF COMPLETION

KHAYELIHLE MANZI

has completed the **Introduction to Network Analysis** course, showing an understanding of basic networking fundamentals, and the ability to analyze various PCAPs using Wireshark and TCPDump, including malicious traffic from a mock compromised system.

174223625

CERTIFICATE ID

2024-05-21

DATE PASSED

A handwritten signature in black ink, appearing to read "Joshua Beaman", written over a horizontal line.

JOSHUA BEAMAN
Founder & Lead Trainer

Private Bag X 6615
Newcastle
2940
B9356, Amajuba Building
Main Street
Section 2, Madadeni



Tel: (034) 329 7200
Fax: (034) 314 3785
E-mail
cto@amajuba.gov.za
Web page:
www.amajuba.gov.za

Your ref: Khayelihle Manzi

Our ref: Mr N Mdakane
10 October 2024

Reference Letter: Khayelihle Manzi

1. Khayelihle Manzi was part of a group of students assisted by **Amajuba District Municipality** to complete their in-service training.
2. The in-service training took place from **02 April 2024 till 13 December 2024**
3. The work that Khayelihle performed included, amongst others:
 - Helpdesk – attended to end-user queries.
 - Configuring laptops – installed Windows 10 and 11, printer setup and all other applications used at Amajuba District Municipality.
 - Conflict Resolution – attended all ICT meetings to enhance soft skills.
 - SharePoint – uploaded all the organizations documents onto SharePoint.
 - Networking – assisted in resolving the Network and Internet challenges.
 - Website monitoring – uploaded required documents onto the website.
4. The in-service training was completed successfully, and I recommend Khayelihle for the above skills gained at Amajuba District Municipality.

Should you have any queries, please do not hesitate to contact the writer hereof.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'N. Mdakane', is written over a horizontal line.

MR.N MDAKANE
CHIEF TECHNOLOGY OFFICER



MICTSETA

Media, Information And
Communication Technologies
Sector Education And Training Authority

SHABANG BETSEK, MICHES PING, INDABETSE, TSHABANGA, PHUMBE

NATIONAL CERTIFICATE

This is to certify that

Khayelihle Manzi

I.D. No. 0011135194089

Has successfully achieved competence against the
following SAQA registered qualification

FURTHER EDUCATION AND TRAINING CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

NQF Level 4

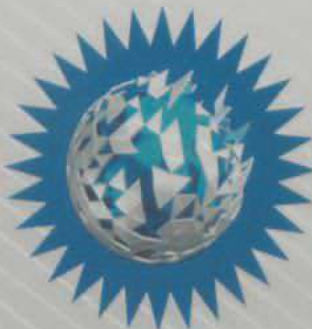
(NLRD No.78964)

In terms of section 9 (1)(f) of the ETQA Regulations
No. 1127 of 1998 under the SAQA Act No. 58 of 1995,
effective 1998

MICT SETA CEO

17-10-2025

Date of Issue



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

CN:IS/LA/ETQA/442549