BONGANI MATSANE

Address	: 5082 Matubatuba Street, Diepkloof
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Personal Information

Identity Number	: 8104065710081
Nationality	: South African
Driver's License	: Code 10
Marital status	: Single
Availability	: 30 days' notice

Professional Profile

Experienced System Support Specialist with a demonstrated history of working in the computer software industry. Skilled in Application support, Troubleshooting, SQL, and Web Services. Strong support professional application.

Professional Skills

- Basic supply chain knowledge
- Software Developer
- Microsoft- Excel, Word, Access, PowerPoint
- Project management experience
- Business System Support
- Database knowledge, especially SQL required
- HTML (Hyper-Text Markup Language)
- Leadership skills
- Communication skill

Education

National Diploma in Information Technology (98806)
University of South Africa
National Diploma (NQF level 6)
Year: 2015- 2021 (Currently completing my qualification)

Certificate in Computer Science & Informatics
Explore Data
Science Academy
Level: Red Belt
Courses: Extract, analyses and interpret large amounts of data,
Processing, cleansing, and verifying the integrity of data used for analysis,
use data to propose solutions for effective decision making.
Year: 2020-2020

National Diploma in Safety Management
University of
South Africa
Level: National
Diploma (NQF 7)
Year: 2011-2015

Certificate in Technical Support System
ISSET-SETA
Level: Certificate
(NQF level 4)
Year: 2004-2005

National Senior Certificate
Blue Hills High School
Level: Matric
Subjects: English, Physical Sciences, Mathematics, Physical Science, Biology & IsiZulu
Year: 1995-1999

Certifications and Courses Completed

Classroom Training
- Microsoft SQL
- Hands On Power BI
- Know your Values and Business Etiquette
- Agile Crash Course

CHRIS HANI BARAGWANATH ACADEMIC HOSPITAL (01 April 2021 – Present)
CCTV Supervisor

Duties and responsibilities:
1. Develop, implement of BARAGWANTH security standards and processes in alignment with the MISS act and OHS acts and ensure compliance thereof.
2. Ensure that CCTV control room Is supervised and that technical equipment is properly maintained
3. facilitate the apprehension and prosecution of transgressors, liaise with all stakeholders within the security intelligence cluster, keep abreast of changes in legislative directives and new technology impacting security operations
4. Identify, investigate, or resolve security breaches
5. Prepare investigative reports with findings and appropriate recommendation
6. Provide regular reporting and active participation in relevant information security forums and committees.
7. Documenting any security breaches and assessing their damage.
8. Assist in resolving technical hardware and software issues involving CCTV connectivity and Access control
9. Develop, review and implement security standards to protect data security centers
10. Stay current with system information, changes, and updates
11. Laws related to Information Security, Cyber Security, Data Protection and/or Privacy
12. Educating colleagues about security software and best practices for information security.

DITEMO TEC PTY (02 JULY 2016 – 29 MARCH 2021)
ICT & CCTV Project Manager

Duties and responsibilities:
1. Provide IT Business System Support and ensure proper functioning of all Business System software.
2. System/Database maintenance
3. Staying up-to-date on the latest process and IT advancements to automate and modernize systems
4. Housekeeping/maintenance to ensure server utilization
5. Business System Support
6. Providing system support, reporting deficiencies, installing patches, supporting, and assisting clients in system usage.
7. Communicate effectively with users and relevant role-players to keep them informed on the status of issues and incidents
8. Working closely with clients, technicians, and managerial stuff
9. registers for the business unit and report on implementation progress
10. Manage various projects and provide operational and lab training
11. Oversee and monitor the management of internal controls in line with the ERP System standards

BYTES MANAGEMENT SOLUTION (ALTRON) (02 OCT 2015 – 30 JUNE 2016)

System Administrator

Duties and responsibilities:

1. Manage the IT service providers responsible for management of the network, security, mobile and cabling infrastructure in accordance to agreed operational and contractual SLA's.
2. Ability to develop a deep knowledge of products for client-facing communication, analysis & presentations
3. Analyze and deconstruct relevant business processes
4. Business process modelling
5. JavaScript / HTML5 / CSS
6. Analyze and deconstruct relevant business processes
7. Participate in solution design
8. Prepare the requirements specifications and compile technical documents
9. Provide assistance on solution delivery and implementation, training and assist with systems- and user-acceptance testing
10. Ensure that proposed test solutions cover all aspects of delivered business specification
11. Analyze existing systems and interfaces for modification / improvement purposes.
12. Develop and maintain all relevant SDLC documentation

MOTOROLA MOBILITY (02 JUNE 2006 – 30 SEPTEMBER 2015)

Software Testing

Duties and responsibilities:

1. Meeting with system users to understand the scope of projects; identifying business Requirements.
2. Estimate the test effort and negotiate with management to acquire the necessary resources
3. Testing in different environments including different browser and mobile platforms writing bug reports
4. Introduce automation tools for testing
5. Write test cases / test scenarios for the system functionality.
6. Interface with the Business Analyst / Product Owner, Project Manager / Scrum Master and Software Development team to ensure smooth communication.
7. Report bugs using in-house software applications tools
8. Reviewing requirements specifications and raising issues where applicable
9. Ensure functional and non-functional test requirements by designing test cases and by creating test
10. Procedures Ensure test effort and business risk is maintained by prioritizing requirements to test
11. Presenting findings to software development/project and business user teams; Perform quality Assurance at all times.
12. Liaising with project teams in other parts of the world- communicating findings to technical and non- technical colleagues
13. Maintaining relationships with Developers, Business Analysts and other project teams
14. Update existing test scenarios, test plans, and test scripts as necessary.
15. Execute testing on both web Front end and Back-end systems (Configurations).

References

Bev Hlungwane, Middle Manager at Baragwaneth Academic Hospital
Email: beevance hlungwane@gauteng .gov.za
Office number: 011 933 0001
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Kenneth Dipale, Director at Ditemo Tec PTY
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