

BRIAN GWATIRERA

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CAREER OBJECTIVES

Motivated and technically skilled Network Support Engineer with hands-on experience in network troubleshooting, configuration, and client support. I am committed to building a long-term career with growth opportunities, where I can leverage my practical knowledge, CCNA certification, and strong problem-solving abilities to contribute to a dynamic and stable work environment. Passionate about continuous learning and delivering reliable, high-quality IT and network solutions.

EXPERIENCE

Open Fibre

Network Support Engineer (Jul 2024 – Current)

- Reprovisioned Layer 2 devices to optimize performance and ensure connectivity.
- Conduct scheduled network maintenance to minimize downtime.
- Configured PPPoE settings on Huawei ONTs for enhanced security and efficient data transmission.
- Provided technical support to customers and internal teams, ensuring network issues were promptly addressed and resolved.
- Monitored network performance to meet Service Level Agreement (SLA) targets and maintain customer satisfaction.
- Used PRTG and IRIS for real-time network monitoring and incident response.
- Managed and updated database with accurate customer information, network inventory, and service records.
- Communicated with clients telephonically, providing updates on network status and addressing inquiries in a professional and timely manner.
- Liaise with Center manager to grant technicians access to our server room.
- Remained on standby for critical situations, demonstrating commitment to maintaining network uptime and reliability.
- Participated in joint troubleshooting calls with different Internet Service Providers (ISPs) to isolate and resolve complex network issues.
- Escalated unresolved problems as per the escalation matrix, collaborating with higher-level support teams for efficient issue resolution.
- Configured C-tags and S-tags on ONTs to ensure proper VLAN assignment and service identification, maintaining high-quality network services.
- Participate in standby support on a roster basis, responding to urgent technical issues outside of regular working hours.
- Follow up with users to ensure issues have been resolved satisfactorily.
- Monitored fibre light levels to identify potential issues with optical fibre connections.

Jurumani Solutions

2nd Line Support Engineer (Jul 2023 – Mar 2024)

Specialist

- Logging incidents in a timely manner with the required level of detail with all the necessary vendors
- Escalation and management of calls to agreed SLA's
- Assisting clients and technicians remotely with configs and troubleshooting
- Manage efficient and comprehensive resolution of incidents and requests including ensuring that repairs are carried out by coordinating product requests and liaising with other team members
- Provide continuous feedback to clients and affected parties and update all systems and/or portals as prescribed by procedures
- Configured fiber and LTE routers, managed IP address assignments.

- Troubleshooting incidents using various SRM systems used by different FNO's
 - Respond and communicate professionally to clients via all communication tools provided (Phone, Ticketing System, SMS systems ...etc.)
 - Supporting technicians and testing with them end to end
 - Fault Management update on Siebel SRM, MPSI, ISE, CPS, Zendesk and Octotel CRM
 - Effectively manage and resolve incidents adhering to SLA
 - Proactively monitoring and responding to network outage, ensure minimal service disruption
 - FTTH Support and PPPOE Configurations
 - Utilize diagnostic tools and methodologies to identify and resolve complex issues.
 - Maintain clear and consistent communication with customers through the incident Lifecycle, providing updates and managing expectations
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- Network Infrastructure and Incident management
 - Prepared to perform standby duties and work irregular hours if required

Reason for leaving: Retrenched

Ulwembu Business Services

Information Technology Intern (May 2023-Jul 2023)

- Installed and configured Wi-Fi access points (Huawei, H3C) at various client sites.
- Connected APs to switches, optimized cable routing, and tested Ethernet stability.
- Performed RJ45 terminations and verified connectivity using cable testers.
- Updated firmware and maintained network documentation.
- Troubleshoot LAN, Wi-Fi, and VPN connectivity issues.
- Provided after-hours support and ensured critical issues were escalated.
- Assisted with data capturing and administrative support.

Reason for leaving: RFL Career advancement

EDUCATION

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| <ul style="list-style-type: none"> • NELSON MANDELA METROPOLITAN UNIVERSITY (2020-2022)
Dip: IT Support Service (3 Years) | <ul style="list-style-type: none"> • Leap Science and Math School (2019)
Subjects: Mathematics, Life-Orientation, Isizulu, English Physical Sciences, Life Sciences and History. |
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PROJECT ACHIEVEMENTS

Communication Networks

Nelson Mandela University

Feb 2022 - Jun 2022 (6 months)

- Troubleshooting network connection using cisco router and switches to ensure connectivity across all devices, implementing ALCs on some routers to deny or permit access to some Protocols.
- Configuration of OSPF, RIP, DHCP, NAT on cisco routers.
- TCP/IP and other network protocols

Desktop Support Project

Nelson Mandela University

Sep 2022 - Nov 2022 (3 months)

- Responding to tickets logged by clients with detailed troubleshooting steps to help them resolve their queries.

Changing ticket priority and ticket escalation.

- Hardware: Installation, maintenance, and troubleshooting of desktops, laptops, printers, and peripherals
- Operating Systems: Windows, macOS
- Security: Antivirus, anti-malware, firewalls, and data backup
- Help Desk Ticketing Systems: ServiceNow, Zendesk, Force Link, PRTG monitoring system and Halo.
- Assist with the creation, management, and troubleshooting of user accounts, including email and access permissions.
- Reset passwords and manage user access to systems and applications as per company policies.
- Document and track all incidents, requests, and resolutions using the company's ticketing system

CERTIFICATIONS

- Computer Hardware Basics – Cisco Networking Academy
- Junior Cybersecurity Analyst Career Path – Cisco (In Progress)
- Diploma in IT Support Services – Nelson Mandela University
- CCNAv7: Enterprise Networking, Security, and Automation – Nelson Mandela University
- CCNAv7: Switching, Routing, and Wireless Essentials – Nelson Mandela University
- Matric Certificate

SKILLS

- Time management and ensuring that targets are met.
- Change management to minimize network downtime during updates
- Understanding problems, creativity and resourcefulness, devising solutions
- A great collaborator and open to ideas and opinions,
- Good Computer Skills (MS Office 365, Emails and Internet).
- Wireless Network Design and Troubleshooting
- Bandwidth monitoring and traffic analysis
- Basic C# Programming
- Technical documentation including manuals and procedures
- Network monitoring and management
- Excellence customer service
- ISP/Telecoms networks
- Accurate and attention to details.
- Excellent problem- solving and analysis
- VLAN configuration and management for optimized network segmentation and security
- PC hardware and Software Installation
- Cisco Networking (includes DHCP, OSPF, NAT IPV4, DNS, Telnet, SSH, ACL, VPN and subnet)

LANGUAGES

- IsiZulu
- English

LINKS

<https://www.linkedin.com/in/brian-gwatirera-64ba0bba>

https://www.credly.com/badges/7ff0956c-bfb2-44e0-bde1-1bcd6d88cc50/linked_in_profile

https://www.credly.com/badges/4bd8887e-d912-4a8e-9a0d-5d53cf2f5897/linked_in?t=sdz0dq

REFERENCE

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Tekeni Luzuko

Communication Networks Lecturer: Nelson Mandela University

