DZUNISANI BRIAN MKHWANAZI

Email: dkhwanie072@gmail.com | Phone: +2768 160 1706 / +2763 908 6636 | Location: 2341 Umphofu St, Olievenhoutbosch, Centurion, 0157 *GitHub Portfolio: https://github.com/BrianJacksons2811*

# Profile

I’m a driven IT Technician with over 5 years of experience in hardware, software, and networking support, alongside 3+ years in sales and marketing. I'm currently upskilling in Full Stack Development (Udemy) and have hands-on knowledge of front-end technologies and UI/UX design using WordPress, Canva, and Figma. I bring a creative mindset, strong time management, and a passion for delivering user-focused digital solutions.

# Experience

## Technical Support Consultant

Afrihost | Apr 2023 – Present

• Troubleshot technical issues across email, hosting, and internet platforms, supporting a large client base.  
• Guided customers through setup processes (ADSL, LTE, Fibre), enhancing service adoption and satisfaction.  
• Improved troubleshooting efficiency by developing step-by-step documentation for common issues.

## IT Technical Support Agent

Aegis/Startek | Oct 2021 – Apr 2023

• Provided technical support for hardware and software issues, ensuring minimal downtime.  
• Assisted in system installations, configurations, and troubleshooting for end-users.  
• Maintained network infrastructure and performed routine maintenance on IT equipment.  
• Documented and resolved user complaints, improving response efficiency.

## IT Intern

Tshwane South TVET College | Feb 2020 – Oct 2020

• Aided problem resolution measures and suggested patches and hardware, software, and network troubleshooting alternatives.  
• Resolved Internet and wireless/wired network access problems.  
• Assisted IT team members by crafting project research material for implementation.  
• Collaborated to assist support protocol development and offered consultation based on cross-functional knowledge.

# Education

## Udemy

2024 - (Ongoing)

Full-Stack Development

## Cisco Networking Academy

2023-2024

Certificate in Networking Fundamentals

## Mind Luster Online Academy

2023 – 2023

Certificate in Web Design using HTML

## MICTSETA

2019 – 2020

NQF Level 4 in IT Technical Support

## Hluvuka High School

2018

Matric (Grade 12)

# Skills

HTML, CSS, JavaScript, jQuery, Bootstrap, PHP, MySQL.

UX/UI Web Design & Development.

GitHub & Git.

ITIL 4 & Networking Fundamentals.

Troubleshooting Methodology.

Verbal & Written Communication.

Teamwork.

Time Management.

# References

Kgabo Pheme – Afrihost Help Desk  
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