

# Buhlebethu Mkhonta

buhlebethumkhonta@gmail.com / (268) 76876243 / Mbabane,Eswatini

## Experience

### IT middle manager

The Luke Commission • Sidvokodvo Eswatini

01/2023 - 03/2025

- Used a ticketing system to manage and process support action requests.
- Configured hardware, and software and set up workstations for employees.
- Installed and configured operating systems and applications.
- Installed and configured UNIFI network equipment within the organization.
- Monitored server room, wireless network, and other IT infrastructure.
- Created SOP's for networking equipment and other IT infrastructure.
- Responded to support requests from end-users and patiently walked them through troubleshooting steps.
- Piloted drones for Eswatini's first medical drone network.
- Managed the IT infrastructure in the department, including network and server hardware, security updates, OS patches, and drivers.
- Maintained a comprehensive hardware and software inventory for all company laptops, Desktops, and mobile devices.
- Worked as a lighting engineer for organization events.

### Web developer

Onswaziline Investments • Mbabane, Eswatini

06/2021 - 07/2021

- Communicated with clients from the Eswatini electrical company about changes to their website and implemented those changes from the front-end perspective.
- Updated Front-end of Ekupholeni Garden villas' website.
- Shadowed developers to learn key details about job duties and tasks.

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## Skills

Front-End Development, Technical troubleshooting, Network Administration (UNIFI), Network Troubleshooting (UNIFI), Network Installation, Device management in Scalefusion, AI-agent creation, IBM Watson, Workstation configuration.

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## Education

### Masters in Artificial intelligence

International university of applied sciences • Birlin, Germany

03/2027

### Bachelor in Software Engineering

European University of Lefke • Lefke, Turkish republic of Northern Cyprus