

# Christopher Maphakane

## Network Engineer (NOC)

Six years of experience in IT environment which includes four years as a Network Engineer (NOC), monitoring client networks, analyzing and troubleshooting network problems, communicating with site technicians and tracking problems through to resolution. My work experience gives me confidence that I have good communication skills, time management skill and that I can also work flexible hours.



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Tembisa, Kempton Park, South Africa 📍

20 August, 1990 📅

## WORK EXPERIENCE

### Network Engineer I (NOC) Gijima Technology People

05/2016 - 12/2019

Centurion, South Africa

#### Achievements/Tasks

- Network Monitoring (LAN/WAN)
- 1st Line Problem identification & escalation
- Access Servers remotely to monitor processes
- Communicate with Technicians via Telephone, SMS and email to make sure they attend calls assigned to them
- Report daily events to clients via email and if necessary (critical calls) via Telephone
- Use Putty to log onto routers and troubleshoot, log calls with TELKOM if required to
- Using network monitoring tools and ticketing services to monitor & escalate events

Contact: Gavin Mentoor (NOC Manager) - 0845872289

### Technical Specialist I Gijima Technology People

02/2014 - 04/2016

Centurion, Gauteng

#### Achievements/Tasks

- Built Foresight servers and installed software
- Vulnerability Management
- Ensure a secure logical I.T. environment for various companies
- Compliance monitoring & intrusion prevention
- Generated server licenses and server keys
- Monthly report writing

Contact: Riana Denton (Portfolio Manager) - 0104495000

## EDUCATION

### IT Diploma NQF Level 6 Belgium Campus IT Varsity

01/2013 - 11/2015

Pretoria, South Africa

#### Courses

- Network Development
- Computer Architecture
- Database Development
- Web Programming (php & html)
- Programming Java
- Internet Systems
- Computer Security
- End User Computing
- Programming Principles
- Cloud Computing

## SKILLS

Networking

Cloud Computing

Microsoft Office

Technician

Basics of software development

## LANGUAGES

Northern Sotho

Full Professional Proficiency

English

Full Professional Proficiency

Zulu

Full Professional Proficiency

Setswana

Full Professional Proficiency

## INTERESTS

Azure/AWS Cloud Computing

Artificial Intelligence

Machine Learning

Azure DevOps

Software Development