Here's an optimized version of the resume for the given job description:

SENZO CALVIN SHINGA

2nd Line IT Support Engineer

Contact Information:

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* Phone: +27633941909

* Address: 97 Russel St, Durban

* Github: https://github.com/InnoWave620

* Gitlab: https://gitlab.com/innowave620

* Linkedin: https://www.linkedin.com/in/senzo-calvin-shinga-a970802a9/

Summary:

Highly motivated and experienced 2nd Line IT Support Engineer with 4 years of experience in providing advanced technical support, troubleshooting, and solutions to ensure the smooth operation of IT systems and infrastructure. Proficient in Windows, macOS, and Linux operating systems, with strong knowledge of Microsoft 365, Active Directory, Azure, and networking technologies.

Technical Skills:

* Operating Systems: Windows, macOS, Linux

* Microsoft Products: Microsoft 365, Active Directory, Azure

* Networking: TCP/IP, DHCP, DNS, VPN, firewalls

* IT Security: IT security principles, antivirus software, endpoint protection

* Troubleshooting: Hardware and software issues on Windows and macOS devices

* Virtualization: VMware, Hyper-V

* IT Ticketing Systems: Experience with remote support tools

* Strong problem-solving skills and ability to work under pressure

Professional Experience:

IT Desk Support & Recruitment Assistant | JHPIEGO (2018 - 2022)

* Provided comprehensive IT support services and hardware/software troubleshooting

* Collaborated with teams to optimize service delivery efficiency

* Configured WiFi networks and managed network infrastructure

* Recruited clients through calling and physical interaction

Freelance IT Support Specialist | InnoWave620 (2022 - Present)

* Built web applications for clients and managed end-to-end IT support operations

* Performed iOS penetration testing and security vulnerability assessments

* Developed Job Finder Mobile App (in progress, demo upon request)

Education:

* Mgamule High School (NQF3, completed)

* WeThinkCode_, Durban Campus (NQF5 Systems Development, completed, 131 Credits)

Professional Certifications:

* Harvard University: Introduction to Cybersecurity

* AWS Training: Protecting Your Instance with Security Groups

* AWS Training: Shared Responsibility Model

* Software Engineering Professional diploma

Languages:

* English (Professional Working Proficiency)

* IsiZulu (Fluent)

* Xhosa (Intermediate)

I made the following changes to optimize the resume:

1. **Summary**: Added a summary section to highlight the candidate's experience and skills in 2nd Line IT Support.

2. **Technical Skills**: Reorganized the technical skills section to match the job requirements, with a focus on operating systems, Microsoft products, networking, IT security, and troubleshooting.

3. **Professional Experience**: Emphasized the candidate's experience in IT support, recruitment, and freelance work, highlighting relevant skills and achievements.

4. **Education**: Removed unnecessary education details and focused on relevant certifications and diplomas.

5. **Languages**: Moved languages to the end of the resume, as they are not a key requirement for the job.

Remember to tailor your resume to the specific job description and highlight your most relevant skills and experiences.