Luyanda Mbuqe

L2 DSS Engineer

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Date of Birth: 1992/12/21
Gender: Male
Criminal record: No
Nationality: South African
Languages: English, Xhosa, Zulu, Swati, Sotho

IT Certificates & Achievements

- CompTIA A+
- CompTIA Network+
- National Certificate in IT Technical Support
- National Certificate IT End User Computing
- Certificate in CCNA Cyber Security

Qualities

- Team Work
- Problem Solving
- Organized
- Excellent Communication Skills
- Analytical Thinking
- Thrives Under Pressure
- Inventory Database Management

Industry experience

- 6years experience in End User Support (Onsite & Remote)
- 4years with Windows Active Directory & Azure AD.
- 4years experience with Azure Portal & Microsoft 365 Admin Center.
- 4years with Microsoft Endpoint Manager (User & Device Management).
- 4years with Virtual Desktop & Server Infrastructure.
- 4years with Windows servers, DNS, DHCP, File & Print server, Domain Controller.
- 6years with Windows Operating Systems, Win 10 & 7.
- 6years with Software and Hardware Installation.
- 6years experience in TCP/IP, Telnet, and Routers.

Device Management & Ticketing Systems

- 4years experience using Service Now
- 2years using Vodacom Spend Manager portal

Current Traning

- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft 365 Certified: Security Administrator Associate (MS-500)

Work Experience

Field Tech Services UK, London

L2 Desk Side Support Engineer | South Africa
Client: Reckitt Benckiser | South Africa | Johannesburg
Duration: April-2021- Current position

Responsibilities:
- Enroll and Deploy Windows 10 with Autopilot (Microsoft Intune & Azure portal)
- Manage hybrid cloud users & computers (Endpoint Manager, Azure Portal & MS 365 Admin).
- Check device compliance on cloud and generate report (Microsoft Endpoint Manager).
- Reset user passwords on Azure AD and On-Premises Active Directory.
- Install & update Symantec Endpoint Protection & Zscaler Client Connector.
- Work with IT Security team to analyze risky users and risky sign-ins.
- Provide onsite & remote support to the users and resolve incidents.
- Install Windows 10, business & security applications for users.
- Work within the SLA and follow the global standard operating procedures.
- Place orders for new mobile phones, sim card and modems.
- Work with global IT teams & vendors to resolve technical incidents raised by users.
- Replace Switches, APs, and Servers and Manage IT equipment, laptops, phones, PC's.
- Setup new and existing computers and user profiles.
- Report all ICT request and queries to the Senior IT Manager.

MATA IT Services - Johannesburg

IT Helpdesk Technician
L1 Helpdesk engineer | South Africa
Duration: December-2018 - March 2021

- Run reports, follow up on calls and ensure that they are closed within the SLA requirements.
- Attend to user queries telephonically and through email.
- Monitor network printers, Investigate silent devices, troubleshoot and resolve issues telephonically.
- Escalate any issues that require technicians to be dispatched to the site.
- Assist users with logging calls.
- Assist users with printer toners orders.

Reason for leaving - Career Opportunities

Work Experience

BDM Technologies Johannesburg

L2 IT Support Engineer|South Africa
Duration: February-2017- December 2018

- Maintain daily performance of computer systems.
- Install, modify, and repair computer hardware and software.
- Run diagnostic programs to resolve problems
- Run reports to determine malfunctions that continue to occur.
- Monitors and evaluates network performance, and reliability and troubleshoot to resolve problems.
- Resolving network faults, reporting slow and faulty lines to external vendors and following up until the fault is resolved
- Respond to issues promptly; open and update tickets and provide regular status.
- Troubleshooting slow response on the network.
- Run reports and compile these reports for team and client review
- Responsible for: performing routine system maintenance, monitoring the system and network health.
- Document solutions to common issues in a knowledge base. Install, upgrade, support and troubleshoot Windows 7/8/10 and Microsoft Office and any other authorized desktop applications.
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment
- Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
- Customize desktop hardware to meet user specifications and site standards

Reason for leaving - Company Liquidation

Kemtek Imaging Systems   Johannesburg

Printer Technicia|South Africa
Duration: March-2015 - February 2016

- Performing maintenance and service tasks
- Diagnose technical errors on scanners and printers and determine proper repair solutions.
- Reprogramming scanners and printers to factory default
- Uploading scanner and printer application software.
- Quote customers, open, modify and close calls after repairs.
- Provide user training on how to effectively use the devices.

Reason for leaving - Contract Ended

References

Field Tech Services
- Name - Aki Kardamilakis
- Position - Information Systems Manager
- Contact Number - 072 525 1601
- Email Address - aki.kardamilakis@rb.com

MATA IT Services
- Name - Ms C Davids
- Position - HR Manager
- Contact Number - 082 470 2293
- Email Address - candice@matait.co.za

Kemtek Imaging Systems
- Name - Mr L Moeketse
- Position - Senior Printer Technician
- Contact Number - 011 624 8000 / 083 343 0149
- Email Address - lesliem@kemtek.co.za

BDM Technologies
- Name - Mr G Van Wyk
- Position - IT Manager
- Contact Number - 074 687 0659
- Email Address - grant@sechaba.com

Thank you for your time, I look forward to hearing from you.