LINDOKUHLE LUSIBA

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92 Tebele Street, Zwelihle, Hermanus, 7200

PROFESSIONAL SUMMARY

Motivated and technically skilled final-year Diploma student in ICT: Communication Networks at the Cape Peninsula University of Technology, seeking an internship/graduate opportunity within the CSG Roaming Probe Network Administrator Graduate Program. I bring a strong foundation in networking, systems administration, and troubleshooting, gained through academic projects and real-world experience. With excellent communication, organizational and problem-solving skills, I am a quick learner who thrives in team environments and client-facing roles.

EDUCATION

Cape Peninsula University of Technology – Cape Town
Diploma in ICT: Communication Networks | Expected: December 2025
- Completed Higher Certificate in IT
- Modules include: Network Systems, Infrastructure, Security, Server Administration

Hawston Secondary School – Hermanus
High School Diploma | 2020

TECHNICAL SKILLS

- Networking: IP addressing, cabling, subnetting (VLSM), Packet Tracer simulations
- Systems Administration: Windows OS, software & hardware installation, updates
- Tools: Microsoft Office (Word, Excel, PowerPoint), SQL basics
- Support Skills: Troubleshooting, user support, Google IT Support certification

SOFT SKILLS

- Problem-solving and crisis management
- Strong communication (written and verbal)
- Detail-oriented, professional, and adaptive
- Team collaboration & leadership

PROFESSIONAL EXPERIENCE

IT Support Intern – PLUM Systems, Cape Town
Jan 2025 – Dec 2025
- Provided front-line support for users including troubleshooting hardware and software issues
- Assisted in maintaining network and system performance

- Supported testing environments and logged user incidents
- Documented system updates and provided technical assistance to the team

Administrator – Overstrand Municipality, Hermanus
Dec 2023 – Jan 2024
- Provided administrative and IT support for municipal operations
- Helped resolve local network and printing issues
- Gained exposure to structured public-sector IT procedures

Customer Service Agent – Merchants, Cape Town
Oct 2023 – Dec 2024
- Delivered efficient customer support to diverse clients
- Resolved queries through digital systems and logging platforms
- Honed communication and multitasking skills

CERTIFICATIONS

Google IT Support Professional Certificate
Covers: Troubleshooting, networking, OS, system administration, security, hands-on labs (2024)

LANGUAGES

- Fluent in English and isiXhosa
- Conversational in two additional South African languages

REFERENCES

Aden – Team Leader, Plum Systems
📞 +27 66 230 5448

Nonstikelelo Tshandu – Manager, Overstrand Municipality
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