

Sizwe Michael Mtshweni

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SUMMARY OF QUALIFICATIONS

I am a junior IT professional with an academic background in Information technology & Computer Science. Throughout my journey, I have dedicated myself to honing my skills in Systems Support and Applications Development, both through practical experience and academic pursuits.

CORE STRENGTHS

- Customer service & support
- Troubleshooting.
- Computer networks and hardware
- Software development

TECHNOLOGY PROFICIENCIES

Networking	LAN, TCP/IP, DHCP, DNS
Operating systems	Windows, iOS, Android, ParrotOS
Desktop Applications	Microsoft Office 365 applications, Visual Studio, VS Code, Draw.io, Packet Tracer
Ticketing Systems	ServiceNow
Remote/Shadowing	Zoom, Remote Desktop Connection
Security	Windows Defender, Kaspersky
Certifications	Cisco, Google, Meta
Other Skills	System design, Project management, SDLC, ITIL, Communication, Teamwork, Troubleshooting printers.

PROFESSIONAL EXPERIENCE

Peer Tutor
Central Johannesburg College

Apr. 2023 - Nov. 2023

- Assisted students in problem-solving and exam preparation, contributing to improved academic performance.
- Conducted one-on-one and group tutoring sessions, tailoring explanations to individual learning styles.

- Empowered students with confidence and proficiency in mathematics through personalized attention and dedication.
- Valued feedback from students to continuously improve tutoring methods and approaches.

ACADEMIC QUALIFICATIONS

NCV: Information Technology & Computer Science (NQF 2, 3 & 4)

Jan. 2021 - Nov. 2023

A three-year National Vocational Certificate (NCV) program in Information Technology and Computer Science. Boasting a comprehensive skill set and certifications in networking, cybersecurity, and programming. Solid foundation in network infrastructure, hardware essentials, and cybersecurity principles. Proficient in programming languages such as JavaScript, HTML, CSS, SQL, and VB.NET, demonstrating a versatile technical skill set. Committed to staying abreast of industry trends, well-equipped to contribute effectively to dynamic IT environments.

IT CERTIFICATION & SKILLS DEVELOPMENT

- *Introduction to Cyber Security / Cisco*
- *IT Essentials: PC Hardware and Software / Cisco*
- *CCNA: Introduction to Computer Networks / Cisco*
- *System administration and IT Infrastructure services (in-progress) / Google*
- *Microsoft Azure fundamentals AZ-900 (in-progress) / Microsoft*
- *Software testing and Automation (in-progress) / University of Minnesota*
- *Responsive Web Design / FreeCodeCamp*
- *Programming with JavaScript / Meta*

Projects

Salon Appointment System

Dec. 2023 - Feb. 2024

- Developed an appointment system using VB.Net, SQL, and MS Access database for booking appointments at a salon.
- Designed and developed a webpage using HTML, CSS, and JavaScript to enhance user functionality and verify data input.
- Utilized VB.Net for the backend logic and SQL for database management, ensuring efficient data storage and retrieval.
- Implemented normalization techniques and created relationships within the database to ensure data integrity.
- Designed a context diagram, use case diagram, and business model to understand system requirements and business operations.
- Conducted information gathering techniques such as questionnaires to gather user requirements.
- Followed UX/UI principles to design an intuitive user experience and wireframes using Draw.io.
- Implemented OOP principles for system development, ensuring modularity and scalability.
- Developed administrative side to perform CRUD operations using SQL.
- Utilized GitHub for version control to track changes and collaborate.
- Created ERD and FDD diagrams to visualize system architecture and functionality.

Network Design

Jun. 2023 - Oct. 2023

- Designed and implemented a computer network using Cisco Packet Tracer
- Developed a network plan, including IP addressing, subnetting and routing protocols for data transmission.
- Configured Cisco routers and switches to establish a secure local area network (LAN) infrastructure.
- Implemented DHCP (Dynamic Host Configuration Protocol) for automated IP address assignment.
- Conducted thorough testing to validate network functionality, identifying and resolving potential issues.
- Documented network setup, configuration and troubleshooting steps for future reference.
- Acquired proficiency in Cisco Packet Tracer, showcasing understanding in network design and administration.

PC Assembly

Sep. 2022 - Oct. 2022

- Assembled a desktop computer, simultaneously documenting the process for future reference.
- Installed Windows 10 OS on the assembled computer, ensuring driver compatibility and system optimization.
- Conducted hardware testing to identify and troubleshoot potential issues.
- Implemented a virtualization solution (VMware workstation) for creating a virtual machine environment.
- Installed Linux (Ubuntu) on the virtual machine, showcasing proficiency in dual boot configurations.
- Developed skills in handling technical support challenges in both Windows and Linux environments.