

NDITSHENI MAPHAHA

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 Portfolio: <https://nditsheniprofessionalportfolio.netlify.app/>

 GitHub: <https://github.com/Maphaha22>

PROFESSIONAL SUMMARY

Junior IT professional with foundational experience in technical support, networking, cloud fundamentals, and web development gained within a small IT services environment. Experienced in Tier 0–1 support, workstation setup, basic network configuration, documentation, and assisting with cloud and security-related tasks. Exposure to Microsoft Azure, Cisco networking, and WordPress-based solutions. Seeking a junior or graduate IT role to build strong technical depth, gain mentorship, and grow into a specialised technology career.

CORE TECHNICAL SKILLS

IT Support & Systems: Tier 0–1 Technical Support, Windows OS installation & troubleshooting, Hardware & peripheral setup, Incident logging & documentation, End-user support

Networking (Foundational): Cisco CCNA fundamentals, LAN/WAN concepts, VLAN configuration (assisted), TCP/IP, DHCP, DNS (basic)

Cloud & Tools (Foundational): Microsoft Azure fundamentals (AZ-900), Exposure to Azure AD, virtual machines, and storage, Microsoft 365 administration (basic), Monday.com task and workflow tracking

Web & Scripting (Basic): HTML, CSS, JavaScript (basic), Python (basic scripting exposure), Git & GitHub, WordPress, WooCommerce, Elementor

Professional Skills: Communication, Documentation, Time management, Team collaboration, Research & problem-solving

KEY ACHIEVEMENTS

- Closed R500k+ public-sector network deal for ModenIT.
 - Assisted in deploying Cisco Identity Services Engine (ISE).
 - Built and maintain WooCommerce store: <https://asyaclayco.co.za>.
 - Led RFQ/RFP analysis and proposal writing for government tenders.
 - Recognized as an ongoing commission contributor at ModenIT.
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PROFESSIONAL EXPERIENCE

IT Technician – ModenIT (Pty) Ltd | March 2025 – Present

- Provided Tier 0–1 technical support for end-users, including software and basic system issues.
- Installed and maintained Windows workstations and peripherals.
- Assisted senior engineers with network-related tasks including VLAN configuration and Cisco ISE implementation.
- Documented incidents, resolutions, and technical procedures.
- Supported administrative and technical processes using Monday.com.
- Assisted with Dell Deal Registration submissions and partner documentation.
- Contributed technical input during RFQ and RFP preparation for public-sector clients.

Bid Management Intern – ModenIT | April 2024 – March 2025

- Assisted with preparation and submission of RFQs and RFPs.
- Conducted research and supported compliance documentation.
- Maintained proposal content libraries and templates.
- Tracked deliverables and deadlines using Monday.com.
- Participated in internal review meetings and proposal refinement.

Freelance Web Developer – Asya Clay Co | 2025 – Present

- Designed and launched a WordPress-based e-commerce website.
- Managed hosting, updates, backups, and basic performance optimisation.
- Performed troubleshooting and site maintenance.

Cloud Developer Trainee – Digital Youth ICT Academy | May 2023 – Sept 2023

- Gained foundational exposure to Microsoft Azure services including Azure AD, virtual machines, and cloud storage.
 - Assisted with basic Python scripting for automation exercises
 - Learned cloud governance, monitoring, and security best practices in a training environment.
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EDUCATION

- **BSc in Informatics** – University of South Africa (Part-time / Distance Learning)
 - **National Diploma in Information Technology** – Vaal University of Technology
 - **NQF Level 4: IT Systems Development** – Jeppe College
 - **National Senior Certificate** – Vuwani Secondary School
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CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900)
 - Microsoft Certified: Azure Developer Associate (AZ-204) – valid until 2026
 - Certiport: Information Technology Specialist certification: Python
 - Cisco Certified Network Associate (CCNA)
 - Cisco IT Essentials
 - Introduction to Cybersecurity – Cisco Networking Academy
 - Introduction to Artificial Intelligence – IBM / Coursera
 - Data Analysis with R – IBM / Coursera
 - Cisco Black Belt ISE Support Stage 3 (2025)
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KEY PROJECTS

- Network Segmentation & Wi-Fi Configuration (ModenIT, 2025)
 - Asya Clay Co E-commerce Website – <https://asyaclayco.co.za>
 - Lush Hair & Beauty Demo – <https://lushhair.rf.gd>
 - Elevate Construction Demo – <https://elevategroup.rf.gd>
 - Job Application Tracker (GitHub): <https://github.com/Maphaha22/job-application-tracker>
 - Weather Dashboard Forecast (GitHub): <https://github.com/Maphaha22/weather-dashboard>
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ADDITIONAL INFORMATION

- Valid Driver's License
- Eligible to work in South Africa

REFERENCES

- Available upon request.