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DLAMINI NKOSINGIPHILE MALANGENI

PROFESSIONAL SUMMARY

Skilled in data analysis, data visualizations, dashboard presentations and business intelligence. Achieved MS Excel automation, system administration, digital marketing tools and performance tracking. Adept in building excel and SQL based data systems, perform data cleaning. IT professional with over five years' experience in systems support, network engineering and customer service.

CORE SKILLS

- ♣ Data analysis (Excel, Pivot tables, Lookups)
- ♣ SQL (MySQL, Procedures, Triggers) Database Management
- ♣ Performance Reporting, and KPI tracking
- ♣ IT Systems Support and troubleshooting
- ♣ Project coordination and stakeholder communication

PROFESSIONAL EXPERIENCE

ICT and Business Studies Educator

Lidvwala High school (2023 – Current)

- Developed and automated excel-based performance tracking system that generates student rankings and creates dynamic reports and thus improving report generation by 80%.
- Structured computers, networked lab, setup server, streamlining data storage, accounts management, ADDS, DNS, GPO and access permissions, thus improving security by 70%.
- Serve as Sports Coordinator, organizing interschool tournaments, managing logistics and budgeting, negotiating cost-effective participation and thus cutting sports budget by 50%.
- Coordinated digital marketing activities, increasing enrolment by 40%.

Surveyor

Emlalatini Development Center (2021-03->2021-07)

- Conducted Constituency surveys, focused on entering data for all areas of online learning survey.
- Assisted in MTN, SBS and Times of Eswatini lessons, e-learning support and digital literacy initiatives.
- Conducted feasibility and proposed online learning opportunities
- Created PHP and SQL data application for reporting purposes.

Infrastructure Engineer

Computronics Systems Pty Ltd (2019-01->2019-07)

- Prepared IT performance reports, applied preventive maintenance measures. Administered user accounts and passwords in active directory, shared folders. Administered network printers.
- Provided IT expertise and recommendations to other departments on procurement of IT related products.
- Assessed and installed network systems: cabling, network points, mounting cabinets, testing connectivity
- Documented technical findings, guided clients on requirements and contributed to SLA-based evaluations.

Customer Service Agent

Eswatini Mobile Ltd (2018-10 -> 2018-12)

- Captured customer data for post-sales analysis and system updates.
- Processed and verified customer registrations, ensuring data accuracy in VELA and E-Mali systems
- Performed field surveys wireless support troubleshooting. Provided post-sales support to acquired customers.
- Ensured targets are met by upselling and cross-selling products.

IT Technician

Computronics Systems Pty Ltd (2017-02 -> 2018-09)

- Provided first – line technical support and managed patch deployment.
- Optimized workload through designing a web application to balance engineer tasks.
- Installed, configured, maintained networks, server, printers, barcode scanners and POS software.
- Captured logs, documented incidents and assisted in compliance audits.
- Improved POS systems troubleshooting by 80% through achieving less ticket escalation to senior technical team.

EDUCATION	📖 *Bachelor of Science in Business Administration (2025 – 2028)* **[In progress]**
	University of The People
	💻 *Associate Degree in Information Technology (2014 – 2017)*
	Limkokwing University of Creative Technology
	⌘ *Certified Information Systems Auditor (CISA) [2025 - 2026]*
	Information Systems Audit and Control Association (ISACA)

PROJECTS

➢ **Baylor project**

Network Planning, assessment, setup and termination of Network points, patching of wall boxes and mounting cabinets.

➢ **Eswatini Mobile field work**

Data entry, field surveys, android mobile support, email setup, data collection on queries, customer data registration and product promotions.

➢ **Lidvwala High School**

Developed Excel-based student performance tracking tool. Implemented automated ranking, dashboards and comparative analysis. Installed and configured computer lab wireless access point, windows server, computers and network printer. Developed student data collection web portal.

Engaged in digital marketing activity on advertising the school, increasing enrolments.

TRAINING AND TECHNICAL DEVELOPMENT

➢ Data Fundamentals
➢ SQL Fundamentals
➢ Power BI
➢ Excel
➢ CompTIA N+
➢ Microsoft Certified Systems Administrator
➢ MS Azure Fundamentals

DIGITAL MARKETING SKILLS

➢ Social Media Advertising (Facebook Ads, LinkedIn Ads, YouTube Ads, Google Ads)
➢ Social Media Marketing (SMM)
➢ Website Traffic Growth and Optimization
➢ Social Media analytics
➢ Digital Marketing Strategy
➢ Search Engine Optimization (SEO)

TECH STACK

➢ **Tools**

Excel, MySQL, Power BI, Google Charts, GitHub, SPSS

➢ **Platforms**

Windows, XAMPP, MS Office, Bootstrap Studio, Microsoft Expression Web, MS Azure

➢ **Languages**

Java, C++, C#, SQL, PHP, HTML, CSS, Bootstrap, Python

REFERENCES **AVAILABLE ON REQUEST**