Njabulo Simelane — IT Support Technician

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Code 10 Driver's License

Personal Information

Date of Birth: 2000-06-10

Nationality: South African

Gender: Male

Professional Summary

Driven and technically skilled IT Support Technician with hands-on experience in hardware, networking, and cybersecurity. Proven ability to troubleshoot complex issues, configure secure networks, and support users across diverse environments. Certified in Cisco networking and ethical hacking, with a strong foundation in cybersecurity and Microsoft 365. Ready to bring energy, precision, and problem-solving to a forward-thinking IT team.

Experience

IT Technician (WBE) — Ekurhuleni East TVET College (Main Campus)

Jan 2024 – Dec 2024

• Delivered first-line support for hardware, software, and network issues across campus.

• Installed and configured OS, applications, and peripherals on 50+ workstations.

• Assisted in LAN setup, IP configuration, and switch deployment.

• Maintained IT asset inventory and technical documentation.

• Supported lecturers with lab network troubleshooting and secure Wi-Fi access.

• Resolved support tickets efficiently, boosting system uptime and user satisfaction.

Education

Information Technology & Computer Science [NQF Levels 2–4]

Ekurhuleni East TVET College (Springs Campus)

Completed 2024

Certifications

• **CCNA**: Cisco Certified Network Associate, (Dec 2024)

•Introduction to **Cybersecurity** — Cisco Networking Academy (Mar 2024)

• **Network Addressing & Troubleshooting** — Cisco Networking Academy (Mar 2024)

• **Ethical Hacker** — Cisco Networking Academy (Jul 2025)

• **IT Essentials: PC Hardware & Software** — Cisco Networking Academy (Jul 2025)

Core Competencies

• Technical Support & Troubleshooting

• Hardware & Software Installation

• Network Configuration (LAN/WAN, Routers, Switches)

• IP Addressing & Subnetting

• Cisco Packet Tracer & Network Simulation

• Windows OS & Basic Linux Administration

• Cybersecurity (Firewalls, VPNs, ACLs)

• Microsoft 365 Administration

• Documentation & Inventory Management

• Strong Communication & Customer Service

Projects & Highlights

• Configured LAN network of 10+ PCs using Cisco Packet Tracer and physical devices.

• Set up secure Wi-Fi network for computer lab with firewall and access control.

• Developed a basic website using HTML, CSS, and JavaScript as part of coursework.

Career Objective

To secure an entry-level IT Support or Network Technician role where I can apply my

technical skills, contribute to secure and efficient IT operations, and grow into a professional network or systems administrator.

References

Mr. Hlope M.W — IT Lecturer, EEC TVET College | 081 357 9833

Mr. Nkaota K.L — IT Lecturer, EEC TVET College | 065 143 3538