

NOMFUNDO MANYONI

TECH SUPPORT

PROFESSIONAL SUMMARY

A driven and tech enthusiast individual with experience in providing technical support and solving complex problems through innovative solutions. Eager to leverage my customer service and technical expertise in a fast-paced environment to provide exceptional support as a Technical Support Specialist at a leading call center.

EXPERIENCE

Communication Officer

VarsityGenie, Durban University of Technology, March 2023–Present

- Facilitated communication among team members, ensuring they stayed informed of upcoming events.
- Mentored students on how to obtain industry-recognized certifications and improve employability.
- Contributed to automating university processes using Microsoft Power Platform tools.

Volunteer

VarsityGenie, Durban University of Technology, June 2021–February 2023

- Assisted in developing Power Platform-based business solutions for the university.
- Participated in hackathons, contributing to the development of automated systems

PROJECTS

- **Birthday App Automation:** Automated birthday card distribution for staff.
- **Booking Enquiry System:** Developed an automated booking system for the Restaurant School.
- **Cafeteria Website:** Created a customer-facing website for a cafeteria.
- **Digital Registration System:** Developed a website where students can register, access materials, and view grades.

CONTACT

477 SMITH STREET, DURBAN
4001
CONTACT: [066 105 0449](tel:0661050449) |
EMAIL: NOMFUNDOMANYONI2003@GMAIL.COM
LINKEDIN:
[LINKEDIN.COM/IN/NOMFUND
O-NOLWAZI-MANYONI-
85B438226](https://www.linkedin.com/in/nomfundomanyoni-85B438226)

EDUCATION

National Certificate (NSC) with
Bachelors, Cool Air Secondary School
2020

PROFESSIONAL SKILLS

- **Microsoft Power Platform:** Proficient in Power Apps, Power Automate, Power BI, and Power Virtual Agents.
- **Network Support:** Skilled in troubleshooting connectivity, hardware, and software issues.
- **Customer Support:** Ability to provide clear and concise guidance to customers with excellent listening and diagnostic skills.
- **Problem-Solving:** Strong analytical skills applied to technical troubleshooting and system optimization.
- **Team Collaboration:** Effective in working within teams to achieve service excellence.

Achievements:

- Successfully mentored 50+ students in obtaining industry-recognized certifications, boosting employability.
- Played a key role in automating three key processes at the university, improving operational efficiency by 30%.
- Won second place in the mobile robotics category at the World Skills Competition in Limpopo.
- Developed a Power Platform solution showcased at a hackathon, which was implemented to automate a university process.

REFERENCE:

- MR. FANIE NDLOVU
CO-CHAIRMAN, VARSITYGENIE
CONTACT: 083 741 7606
EMAIL: FANIEN@DUT.AC.ZA
- MR SOMELEZE DIKO
CO-CHAIRMAN, VARSITYGENIE
CONTACT: 084 880 8391
EMAIL: SOMELEZEDIKO@MICROSOFT.COM

ADDITIONAL SKILLS

- **Excellent Communication:** Strong ability to explain technical solutions clearly to non-technical users.
- **Customer-Centric Approach:** Focused on delivering high-quality support and ensuring customer satisfaction.
- **Adaptability:** Quick learner and able to stay updated with the latest tools and technologies.
- **Team Player:** Able to work efficiently within a team and contribute to collective success.

CERTIFICATIONS

- Microsoft Certified: PL-900 Power Platform Fundamentals
- Microsoft Certified: AI-900 Azure AI Fundamentals
- Cisco Network Essentials
- Cisco Cybersecurity Essentials
- Cisco Introduction to Packet Tracer
- LinkedIn Learning – Professional Soft Skills Learning Pathway
- LinkedIn Learning – Digital Literacy and Productivity



REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTITY CARD

Surname
MANYONI
 Names
NOMFUNDO NOLWAZI
 Sex
F
 Nationality
RSA
 Identity Number
0304091066080
 Date of Birth
09 APR 2003
 Country of Birth
RSA
 Status
CITIZEN



Signature _____

Marysville

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**MOTOR LICENCING
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2024-03-01

UMSHWATHI MUNICIPALITY

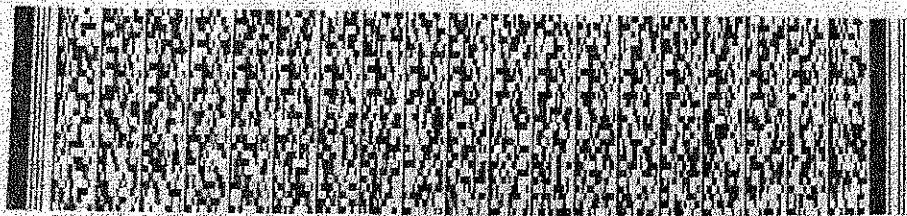
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30 SEP 2019

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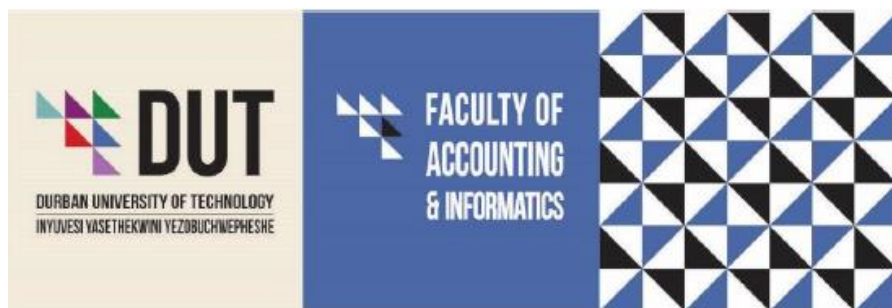
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2024 -03- 01

UMSHWATHI MUNICIPALITY



Faculty of Accounting & Informatics
Durban University of Technology

Engagement Office
DD3021, Block D Ritson Campus
DURBAN, 4001

P O Box 1334, DURBAN, 4000
South Africa
Tel: (031) 373 5554 / 083 387 8437
Fax: (031) 373 5593

www.dut.ac.za

12 March 2024

To Whom May Concern

I am delighted to recommend Nomfundo Manyoni, whose dedication and contributions I have had the pleasure of observing in my capacity as Faculty Technician specializing in the Fourth Industrial Revolution (4IR) and Engagement Facilitator at DUT. Ms. Manyoni's commitment to community engagement and technological advancement has been evident since her first year.

Her voluntary involvement in the launch of the DUT MICT SETA 4iR Centre of Excellence in 2021 highlights her enthusiasm and dedication to the field. Her efforts have significantly contributed to the successful execution of faculty events and have raised the profile of our faculty.

Nomfundo's outstanding contributions led to her selection by our Faculty Dean to represent us in Thailand, a testament to her capabilities and the trust she has garnered from her peers and mentors. Additionally, in 2023, she represented KZN in the World Skills Competition held in Limpopo, securing an impressive second place in the mobile robotics category. This achievement underscores her technical prowess, innovative thinking, and ability to excel under pressure.

Nomfundo is a remarkable individual with a promising future. Her combination of technical skills, commitment to community engagement, and exemplary work ethic make her a valuable asset to any organization or project she undertakes.

Sincerely,

A handwritten signature in black ink, appearing to be 'Fanie Ndlovu'.

Fanie Ndlovu

Faculty 4IR Technician and Engagement Facilitator

083 741 7606

Fanien@dut.ac.za

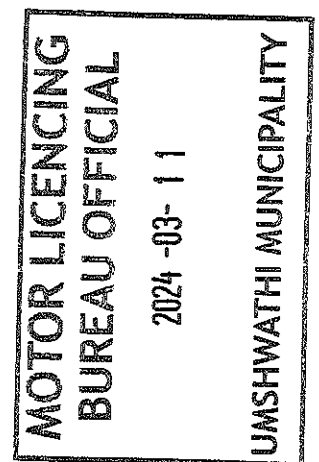
CERTIFICATE OF APPRECIATION

This Certificate is awarded to:

Nomfundo Nolwazi Manyoni

ID Number: 0304091066080

Trade: Mobile Robotics



In the Worldskills South Africa National Competition
held in Durban between 1-3 February 2024

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EMPOWERING OUR NATION THROUGH QUALITY EDUCATION, TRAINING AND DEVELOPMENT



higher education
& training
Department
Higher Education and Training
REPUBLIC OF SOUTH AFRICA





Nomfundo Nolwazi Manyoni

has successfully passed all requirements for

Microsoft Certified: Azure AI Fundamentals

Credential ID:

FD4599ADF40221F8

Certification number: 43F6AD-

4F9Z7B

Earned on: June 29, 2023



A handwritten signature in black ink, appearing to read "Satya N.".

Satya Narayana Nadella

✓ Online Verifiable



N Manyoni (22111497)

(Legal name: Nomfundo N Manyoni)

has successfully achieved the certification

**Microsoft Certified: Power Platform
Fundamentals**

Date of achievement: November 16, 2022

Certification Number: I487-5437

Satya Narayana Nadella

Certificate of Course Completion

Nomfundo Nolwazi Manyoni

has successfully achieved student level credential for completing the Introduction to Internet of Things course.

The student was able to proficiently:

- Explain how IoT and Digital Transformation are positively impacting businesses and governments.
- Explain the importance of software and data for digital businesses and society.
- Explain the benefits of automation and artificial intelligence for digital transformation.
- Explain the concepts of Intent Based Networking.
- Explain the need for enhanced security in the digitized world.



Scan to Verify

Laura Quintana

Laura Quintana
Vice President and General Manager
Cisco Networking Academy

August 27, 2022

Networking Essentials

The student has successfully achieved student level credential for completing Networking Essentials course administered by the undersigned instructor. The student was able to proficiently:

- Explain how end-user devices and local networks interact with the global Internet.
- Explain the requirements for network connectivity.
- Build a small network using an integrated network router.
- Explain the importance of IP addressing.
- Explain how the protocols of the TCP/IP suite enable network communication.
- Configure an integrated wireless router and wireless clients to connect securely to the Internet.
- Configure basic network security.
- Build a simple computer network using Cisco devices.
- Troubleshoot common network issues found in home and small business networks.

Nomfundo Nolwazi MANYONI

Student

Durban University of Technology

Academy Name

South Africa

Location

30 Jun 2022

Date



Laura Quintana
VP & General Manager, Cisco Networking Academy

Cybersecurity Essentials

For completing the Cisco Networking Academy® Cybersecurity Essentials course, and demonstrating the following abilities:

- Describe the tactics, techniques and procedures used by cyber criminals.
- Describe the principles of confidentiality, integrity, and availability as they relate to data states and cybersecurity countermeasures.
- Describe technologies, products and procedures used to protect confidentiality, ensure integrity and provide high availability.
- Explain how cybersecurity professionals use technologies, processes and procedures to defend all components of the network.
- Explain the purpose of laws related to cybersecurity.

Nomfundo Nolwazi MANYONI

Student

Durban University of Technology

Academy Name

South Africa

Location

6 Jul 2021

Date



Laura Quintana
VP & General Manager, Cisco Networking Academy

Introduction to Packet Tracer

For completing the Cisco Networking Academy® Introduction to Packet Tracer course.

Nomfundo Nolwazi MANYONI

Student

Durban University of Technology

Academy Name

South Africa

Location

28 Apr 2022

Date



Laura Quintana
VP & General Manager, Cisco Networking Academy



Certificate of Completion

Congratulations, Nomfundo Nolwazi Manyoni

Professional Soft Skills Learning Pathway

Learning Path completed on Mar 21, 2023 at 11:04AM UTC • 9 hours 45 min

By continuing to learn, you have expanded your perspective, sharpened your skills, and made yourself even more in demand.

Top skills covered

Communication, Emotional Intelligence, Critical Thinking, Soft Skills

Head of Content Strategy, Learning

LinkedIn Learning
1000 W Maude Ave
Sunnyvale, CA 94085

Certificate ID: ARwA28ysivdZorli5P0NL2H5VrL-



Certificate of Completion

Congratulations, Nomfundo Nolwazi Manyoni

Digital Literacy and Productivity Learning Pathway

Learning Path completed on Mar 11, 2023 at 09:42PM UTC • 3 hours 56 min

By continuing to learn, you have expanded your perspective, sharpened your skills, and made yourself even more in demand.

Top skills covered

Computer Literacy, Virtual Collaboration, Digital Literacy

Head of Content Strategy, Learning

LinkedIn Learning
1000 W Maude Ave
Sunnyvale, CA 94085

Certificate ID: AWLbFZcYuKWF654xMRCdsV6hJ4Wb

CERTIFICATE

— of ATTENDANCE —

Introduction to Digital Entrepreneurship for New Business

To develop digital skills on how to explore,
start, run and grow a digital enterprise

Nomfundo Nolwazi Manyoni

7 March 2023



COLAB DIRECTOR



NEMISA CEO

g3VGaFsaeD

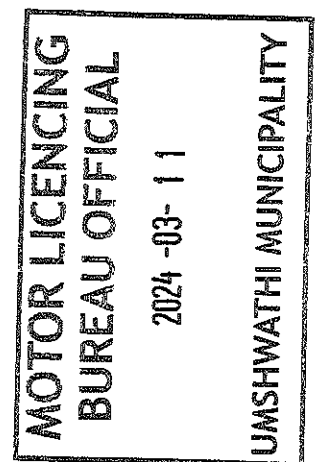
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