

# NOMZAMO PRECIOUS DHLAMINI

 nomzamopreciousdhlamini@gmail.com  +27 64 979 0076  Gauteng, Johannesburg 1501 | Willing to Relocate

## PROFILE

IT Graduate skilled in IT Support, Network administration, Software development, Data analysis, and Cybersecurity. Strong foundation in designing and managing networks, developing software solutions for operational support, analyzing data for insights, and applying cybersecurity principles to protect systems. Passionate about using IT solutions to enhance product design, production processes, and operational efficiency in industrial environments. Motivated to learn, contribute, and grow in a dynamic setting.

## EXPERIENCE

### Academic Tutor & Facilitator – Data & Communication Networks

Walter Sisulu University ICT Department

02/2024 – 12/2024

- Delivered comprehensive theoretical and practical lessons to diverse student groups
- Analysed student performance and generated insightful reports to support learning outcomes
- Developed structured content that simplified complex technical concepts for better understanding
- Partnered with academic teams to enhance teaching processes and reporting standards
- Strengthened communication, storytelling, and student engagement skills

### Computer Lab Technician Assistant | Volunteer

Walter Sisulu University

02/2024 – 04/2024

- Installed, configured, and maintained various lab equipment to ensure all devices were fully operational and ready for practical sessions.
- Set up, updated, and troubleshooted software applications on lab computers to support smooth classroom and technical activities.
- Created and managed system images from DVDs/CDs for efficient software installation, system restoration, and data backup processes.
- Provided network support by checking connectivity, resolving basic network issues, and assisting users with access to lab resources.

## SKILLS

**Soft Skills:** Strong verbal and written communication, Interpersonal skills, Attention to detail, Strong work ethic, Passion for growth, Excellent Analytical thinking, Problem-solving skills, Ability to work independently and as part of a team, Time Management, Prioritization skills, Leadership, Collaboration, Organizational skills.

**IT Support and Networking:** Troubleshooting hardware and software issues, MS Office 365, Active Directory, End-user support, PC setup and device configuration, Operating systems (Windows), Network fundamentals, LAN/WAN basics, Network and computer security, System maintenance, Incident reporting, Problem identification and escalation

**Cloud & Virtualization:** Cloud fundamentals (public & private cloud), Understanding of HCS concepts, Virtualization: VM setup, resource allocation, hypervisor concepts, Basic containerization concepts, Linux & Operating Systems, Linux commands (file system, permissions, processes), Shell basics, System monitoring & logs, Windows OS administration fundamentals

**Data Science and Analytics skills:** Power BI (Dashboards, Data Modelling, DAX), Python (Pandas, NumPy, Matplotlib, Seaborn), Excel (Advanced Formulas, Pivot Tables, Power Query), SQL (MySQL, NoSQL, PostgreSQL), Google Sheets, R Programming, ETL, ELT, Google Colab, Big Query, Machine Learning, KPI Tracking, Performance Reporting, Data Transformation

**Core Cybersecurity Skills:** Security Operations Monitoring, Incident Detection & Response (Tier 1), SIEM Monitoring (Microsoft Sentinel), Email & Internet Threat Filtering, Endpoint Security Principles, Vulnerability Identification & Validation, CVSS Scoring Fundamentals, Phishing Simulation Monitoring & Reporting, Security Incident Documentation, Incident Escalation Procedures

## REFERENCES

Available Upon Request

## EDUCATION

### NQF Level 7 - Advanced Diploma in Information Technology |

Part-Time | Saturdays

Tshwane University of Technology

01/2025 – Present

### NQF Level 6 - Diploma in Information and Communication

Technology (ICT) - CUM LAUDE

Walter Sisulu University

01/2021 – 12/2024

### NQF 4 - Grade 12 (Matric) - Mathematics and Science

King Dinuzulu High School

01/2020 – 12/2020

## CERTIFICATES

- AWS Certified Cloud Practitioner 
- Cisco Certified Network Associate Routing and Switching 
- SC-900 Microsoft Certified: Security, Compliance, and Identity Fundamentals 
- NSE3: Fortinet Certified Associate in Cybersecurity 
- Professional Certificate of Agile and Scrum Business Analyst 
- Data Warehouse Developer-SQL Server/ETL/SSIS/SSAS/ SSRS + AI 
- Oracle Cloud Infrastructure 2025 Certified Data Science Professional 

## KEY PROJECTS

### Enterprise IT Infrastructure Setup & System Management

Windows Server, Active Directory (AD DS), DNS, DHCP, Group Policy, Windows Deployment Services (WDS), Organizational Units (OUS), Remote Desktop Protocol (RDP), NTFS Permissions, Shared Folders, VPN, Dynamic Disks, Disk Quotas, PXE Boot, TCP/IPv4 Configuration, File & Storage Services, PowerShell, Server Manager, Windows 10/11, Network & Sharing Center

### Cloud Serverless Messaging Integration Pipeline on AWS: From Web Form to Email

Amazon Web Services (AWS), AWS Lambda, Amazon Simple Email Service (SES), API Gateway, CloudWatch, API Gateway, HTML, CSS, JavaScript, Visual Studio Code

### Sales Analytics & Storytelling: Transforming Data into Actionable Business Insights

Python (Pandas, NumPy, Seaborn, Matplotlib)

### Student-Performance-Analytics-Insights

Python (Pandas, Matplotlib, Seaborn), R, Power BI, Excel Advanced Formulas

### Food-Insecurity-Insights-SA

Power BI, Google Sheet, Statistics SA, Web Development

### Cloud Data Engineering: Scalable Data Pipeline for Customer

Data Cleaning and Transformation, Google Colab, Google Drive, Python, Pandas, NumPy, Matplotlib, Seaborn, Google BigQuery

### Network Design and Security Implementation

Cisco Packet Tracer, IP addressing, VLANs, Inter-VLAN routing, trunking, DHCP, DNS, VPN, wireless networks, OSPF, RIP, HSRP, SMTP, POP3, IMAP, Ping, Tracert, NSLOOKUP, Wireshark, ACLs, firewalls, NAT, port security, basic encryption

## AWARDS

### Best Female Student in the Faculty of Engineering, Built Environment and Information Technology, Vice Chancellor's Award

01/07/2024

### Certificate of Recognition: Tutor and Facilitator

01/10/2024