

PERSONAL DETAILS

Name: Ntandoyethu Mercy Jali

Gender: Female

ID No: 0305180162086

Residential Address:

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4092

CONTACT

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Portfolio Website: Still in progress

PROFILE:

Detail-oriented and motivated individual with a solid foundation in system support and growing expertise in cybersecurity. Skilled in network security, user support, and system administration within ISO-accredited environments. Experienced in aligning with ISO 27001 and ISO 9001 standards to ensure compliance and enhance security measures. Currently expanding knowledge through ongoing project management studies at IBM to enhance strategic and operational capabilities. Committed to advancing security protocols and contributing to organizational resilience against cyber threats.

NTANDOYETU JALI

EDUCATION

University of South Africa (UNISA)

2023 – Present

Bachelor of Arts in Criminology

PC Training

2022 - 2023

Higher Certificate in Systems Support L5 (Includes Information Technology)

Wartburg Kirchdorf School

2016 - 2021

Matric Certificate: Bachelor Pass

DRIVERS LICENCE: CODE 10

Obtained: 2024-02-08

REFERENCE

Phungela Holdings

Buhle Kwela

Chief Consulting Officer

067 229 1680

Certifications and Training

- **IBM Cybersecurity Analyst**
Completed 17 hours 30 minutes of intensive learning focused on network security, threat analysis, incident response, and security frameworks. Acquired skills in identifying and mitigating cybersecurity threats effectively.
- **ISO 27001 and ISO 9001 Awareness**
Received training on ISO 27001 (Information Security Management) and ISO 9001 (Quality Management) standards. Participated in workshops and aligned with Lear Desk policies, gaining comprehensive knowledge of these standards to help organizations achieve certification and maintain compliance.
- **Project Management (Ongoing)**
IBM, Expected Completion: September 2024

WORK EXPERIENCE

Phungela Holdings: System Support Specialist

01 October 2023 – Present

- Diagnosed and resolved system issues, provided user support, managed network infrastructure, installed software, maintained IT documentation, trained staff on new technology, and implemented security measures.
- I worked in the deployment of new software, coordinating with departments, providing user training, and addressing issues promptly, enhancing productivity and workflows.
- I am in the Cyber Security team
- Implemented security measures in alignment with ISO 27001 standards.
- Enhanced security protocols and supported cybersecurity initiatives within the organization.
- Web Development, Experience in front-end web development.

uMgungundlovu Tvet College:

Annette Ver der Merwe

Campus Manager

082 776 6403

African Queens Community Project:

Ziningi Jali

CEO

078 506 9233

uMgungundlovu Tvet College: External System Support

April 2023 – September 2023

- Provided external system support, resolving critical issues promptly and optimizing performance.
- Successfully implemented a network security protocol that reduced security breaches by 30%, demonstrating my understanding of computer-based information and security measures.

African Queens Community Project: Secretary

May 2021 – December 2021

- As a secretary, I efficiently managed office operations, improving organizational workflow and communication.
- Coordinated high-priority meetings, ensuring seamless communication among team members.
- Organized and facilitated a major community event that brought together over 200 participants, significantly raising awareness about local development initiatives, which highlights my experience in community development and understanding of cultural protocols.

SKILLS AND COMPETENCIES

TECHNICAL SKILLS:

- **System Support:** Proficient in diagnosing and resolving hardware and software issues, providing comprehensive user support, and managing IT infrastructure.
- **Cybersecurity Fundamentals:** Knowledgeable in network security, threat analysis, incident response, and security frameworks such as ISO 27001.
- **Network Security:** Experienced in implementing and managing firewall configurations, intrusion detection systems (IDS), and intrusion prevention systems (IPS).
- **Compliance and Governance:** Familiar with ISO 27001 & ISO 9001 standards, ensuring compliance with information security and quality management best practices.
- **SIEM (Security Information and Event Management):** Basic understanding of SIEM tools for monitoring and managing security incidents.
- **Microsoft Intune:** Experience in deploying and managing devices using Microsoft Intune for mobile device management (MDM) and mobile application management (MAM).
- **Security Auditing and Risk Assessment:** Knowledgeable in conducting security audits, vulnerability assessments, and risk analysis to identify and mitigate potential threats.
- **Data Protection:** Understanding of data protection regulations (e.g., POPIA, GDPR) and techniques for data encryption, backup, and recovery.
- **Incident Response:** Basic experience in developing and executing incident response plans, including threat detection, containment, eradication, and recovery.
- **Project Management:** Currently studying project management methodologies (e.g., Agile, Waterfall) to enhance organizational and leadership skills.
- **Web Development:** Experience in front-end web development.

CRIMINOLOGY SKILLS:

- **Analytical Research:** Proficient in conducting research and analysis on criminal behaviour, societal impacts, and crime prevention methods.
- **Critical Thinking:** Developed the ability to critically evaluate theories and practices within the criminology field, providing insights into security measures and policies.
- **Understanding of Human Behaviour:** Gained insights into psychological and sociological aspects of human behaviour, which are valuable in understanding insider threats and social engineering tactics.
- **Crime Prevention Strategies:** Knowledge of crime prevention frameworks and strategies, which can be applied to developing and enhancing cybersecurity protocols and policies.
- **Victimology:** Understanding the impact of crime on victims and the importance of safeguarding personal data and information security in the digital environment.
- **Ethical Considerations:** Awareness of ethical issues in criminology and cybersecurity, including privacy concerns, data protection, and ethical hacking.

SOFT SKILLS:

- **Analytical Thinking:** Strong problem-solving skills with the ability to analyse complex issues and develop effective solutions.
- **Communication:** Effective verbal and written communication skills, capable of conveying technical information to non-technical stakeholders.
- **Team Collaboration:** Proven ability to work effectively within a team environment, contributing to collective goals and supporting team members.
- **Attention to Detail:** Highly detail-oriented, ensuring accuracy in technical documentation, system configurations, and security protocols.
- **Adaptability:** Flexible and adaptable to changing environments and technologies, with a proactive approach to continuous learning.
- **Time Management:** Strong organizational skills with the ability to manage multiple priorities and meet deadlines.

TOOLS AND TECHNOLOGIES:

- **Operating Systems:** Windows, Linux, macOS
- **Networking Tools:** Wireshark, Nmap, Netcat
- **Cybersecurity Tools:** Nessus, Metasploit, Burp Suite
- **Project Management Tools:** Microsoft Project, Trello, Asana
- **Virtualization:** VMware, VirtualBox
- **Cloud Platforms:** Basic knowledge of AWS, Azure
- **Programming Languages:** Basic understanding of Python, Bash scripting for automation and task management. Good understanding of HTML, CSS, and JS

PROJECTS

Cybersecurity Awareness Training

Conducted at Phungela Holdings to ensure compliance with ISO 27001 standards.

Network Security Implementation

Successfully implemented a network security protocol at uMgungundlovu TVET College, reducing security breaches by 30%.

PROFESSIONAL DEVELOPMENT

Professional Development

- Attended webinars and workshops on cybersecurity trends and best practices.
- Engaged in continuous learning through online courses and certifications.

