NYIKO ROBERTO **MASWANGANYI**

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Personal Summary

IT professional with a National Diploma in Information Technology and certifications in Agile Project Management, Java development, and AWS. Proven experience as an ICT support engineer, with a strong record track record in enhancing system performance, security, and user support. Equipped with robust analytical, problem-solving, and leadership skills, committed to continuous learning, and effectively managing IT projects to support organizational growth.

Professional and Personal Skills

- Network Administration
- VPN Troubleshooting
- Active Directory
- Microsoft365
- Virtualization & Cloud Systems
- Backup & Recovery

- Team Collaboration and Leadership
- Excellent verbal and written communication skills
- Attention to detail and a strong work ethic
- SQL

Experience

03/2024 to Present

ICT Support Engineer, Collins Chabane Local Municipality   **Limpopo**

- Implemented seamless laptop-to-printer connectivity, reducing printing downtime by 30%, which increased overall office productivity by 15%.
- Swiftly diagnosed and resolved VPN connectivity issues, reducing remote work interruptions by 40% and maintaining consistent employee productivity.
- Expanded email storage capacity, preventing potential disruptions and supporting a 20% increase in email communication volume as the organization grew.
- Provided comprehensive support for online leave applications, cutting HR processing time by 25% and improving employee satisfaction.
- Installed operating systems and software on new desktops, reducing setup time by 50% and accelerating new employee onboarding by 20%.

02/2023 to 09/2023

ICT Assistant (PYEI IV), Hluvuka High School   **Limpopo**

- Improved system performance by 20% through proactive monitoring and strategic enhancements, showcasing strong analytical and problem-solving skills.
- Ensured 100% security compliance by installing patches and updates, emphasizing attention to detail and security measures, which aligns with project risk mitigation.
- Contributed to launching online training programs, resulting in a 30% rise in student engagement and digital literacy.

01/2019 to 02/2019

Work Integrated Learning (Volunteer), Richfield Graduate Institute of Technology   **Pretoria**

- Delivered Tier-1 support, highlighting customer-facing skills and the capability to communicate effectively via telephone and email.
- Demonstrated strong organizational and time management skills.

Education and Training

- Agile Project Management and Scrum, **OpenClassrooms**, France, **2023**
- New Venture Creation, **Skill Tech Solutions (Pty) Ltd,** Pretoria, **2020**
- ICT National Diploma, **Richfield Graduate Institute of Technology**, Pretoria, **2020**
- National Senior Certificate(NSC), **Hluvuka High School**, Limpopo**, 2013**

Certificates

- InternCareer - Java Developer, **2024**
- Amazon Web Services (AWS) - Fundamentals of a modern data strategy, **2022**

Leadership Roles

- Presidential Youth Empowerment Initiative Phase Four Team Leader, **2023**
- Information and Communication Technology Project Management (group project leader), **2018**

Dedication and Enthusiasm

- Actively participated in the AWS Fundamentals of a modern data strategy certification, showcasing a dedication to staying updated with industry-relevant technologies.
- Leadership roles in the Presidential Youth Employment Initiative and ICT project management reflect dedication to coordinating projects and leading teams.

Technologies and IDEs

- Proficient in Microsoft 365 (Excel, Word, PowerPoint, Outlook, Teams, OneDrive, OneNote, SharePoint), GitHub, Visual Studio Code, Notepad++, Intellij IDEA, MySQL Work Bench.
- Demonstrated Proficiency in Java, SQL, HTML, CSS, JavaScript.
- Experienced in using Trello for effective project management.

Projects

- Portfolio Website, **Github link:** https://github.com/Nyiko-Github/Portfolio-Website.git
- Online Exam Management System, **Github link:** https://github.com/Nyiko-Github/TASK-2-INTERN-CAREER.git

Hobbies and Interests

- Music production
- Reading
- Cooking
- Technology trends
- Playing Soccer

References

- Shall be provided upon request.