

# Siphiwo Nsibande

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GitHub: <https://github.com/Poweezy> | Portfolio: <https://poweezy.github.io/cv-website/index.html>

## Professional Summary

Experienced IT Technician with over a decade of expertise in optimizing IT infrastructure, cybersecurity, and delivering exceptional end-user support. Proven track record includes reducing security breaches by 40%, achieving a 98% end-user satisfaction rate, and increasing network uptime by 25%. Certified in ITIL and Applied Data Science, skilled at aligning IT solutions with organizational goals in regulated environments.

## Key Skills

- Networking: LAN/WAN, Cisco Switches, Wireless Configurations, Solar Winds, VPN, Network troubleshooting, Network configuration, Switches and routers, Ticket management, Server administration, Cabling infrastructure, LAN and WAN management, IP addressing, Wireless networking, Networking hardware installation, Network security, Software configuration, Virtualization technologies, Network monitoring
- Cybersecurity: Kaspersky, Firewall Configuration, Vulnerability Assessments
- Tools: Service Now, Sage 300, Power BI, Kaspersky Endpoint Security, Teams, Mobile device management, Hardware inventory management, VoIP systems
- OS & Cloud: Windows, Manage Engine, Microsoft Azure (Basic), CIBECS, Microsoft 365
- Programming: HTML, JavaScript, CSS, C++, Python, SQL
- Soft Skills: Cross-Functional Collaboration, Technical Training, Crisis Management, ITIL framework, Fault tracing, Disaster recovery planning, Software installation, Problem-solving, Regulatory policy enforcement

## Professional Experience

### IT Systems and Network Technician

Eswatini Civil Aviation Authority (ESWACAA) – Matsapha, Eswatini | Aug 2010 – Apr 2024

- Provided end-user support for 200+ staff, resolving 50+ hardware/software issues monthly, achieving 98% satisfaction.
- Strengthened cybersecurity by deploying Kaspersky Endpoint Protection, upgrading firewalls, and conducting quarterly vulnerability assessments, leading to a 40% reduction in breaches.
- Optimized LAN/WAN infrastructure, decreasing downtime by 25% and boosting data transfer speeds by 30% using Cisco switches and SolarWinds.
- Spearheaded SASO domain setup, enhancing connectivity for 150+ regional users.
- Ensured 100% audit readiness through meticulous IT asset management of 500+ devices.
- Executed disaster recovery plans with 99.9% data integrity via bi-weekly backups.

### Education

Bachelor of Science in Computer Science – Goldsmiths University of London (Expected 2027)

Diploma in Computer Engineering – Mananga Management Centre (Feb 2014)

### Certifications

ITIL (Axelos) – 2023

CISSP (Alison) – 2022

Applied Data Science (WorldQuant University) – 2021

Power BI Specialist (Exodus Expert) – 2025

### Projects

- SASO Domain Migration & AV System Setup – setup and migrated users to a centralized domain, improving efficiency by 20%.
- ESWACAA Head Office Network Setup – Designed and deployed network infrastructure.
- Royalty Mining Manager Web Client Database – Developed a database to manage royalty payments, compliance, and audits.
- Tourism Website – Built a tourism website for a client.
- Climate Change NGO – Currently setting up an NGO focusing on climate change initiatives.

## Languages

English: Fluent (C2)

siSwati: Native (C2)

French: Elementary (A2)

## Additional Information

Driver's License: Valid