

QHAMA MAXAMA



073 279 2636



qhamamaxama@gmail.com

IT Technician

WORK EXPERIENCE

Silulo Ulutho Technologies

Sales Consultant

2022– (Feb to August)

- ♦ Help customers with the use of computers and applications
- ♦ Respond to customers with challenges such as accessing sites, emailing, visa applications, uploading or downloading content.
- ♦ Sell the services and solutions that the company offers.
- ♦ Maintain and grow a strong client base.
- ♦ Find new business opportunities and maintain a healthy pipeline for future deals.
- ♦ Respond to new and current client base regarding complaints and service enquiries.
- ♦ Be a “brand ambassador” that represents the company’s brand and values.

Silulo Ulutho Technologies

Branch Manager/ Technician

2022 (Aug)– Present

- ♦ Plan, organize, direct, control and evaluate the operations of the internet cafe
- ♦ Determine type of services to be offered and implement operational procedures
- ♦ Oversee staff training
- ♦ Set staff work schedules and monitor staff performance
- ♦ Control inventory and monitor revenues
- ♦ Resolve customer complaints and ensure health and safety regulations are followed
- ♦ Configure computers (Active Directory, admin rights, settings, etc.)
- ♦ Create user profiles on Microsoft 365 Admin Center
- ♦ Coordinate software access with the Practice Manager
- ♦ Arrange desktop screens, cables, mouse, and telephone
- ♦ Maintain the asset register
- ♦ Resolve software and email-related issues
- ♦ Provide support for printers, telephones, and hardware
- ♦ Liaise with the Senior IT team as needed and provide timely updates
- ♦ Perform troubleshooting to diagnose and resolve issues, ensuring minimal recurrence
- ♦ Duties not limited to the mentioned.

EDUCATION

Optimi College

2024

CompTIA A+, CompTIANetwork+ and CCNA

Buffalo City TVET College

2021

Electrical Infrastructure Construction

REFERENCES

Mr. Xabiso Gqirana (Station Manager-Mdantsane FM)

Cell: 082 668 2498

Email: xabiso.g@gmail.com

Tel: 043 7621031

Viwe Nomhamha (Senior Technician-Silulo Ulutho Technologies)

Cell: 079 929 1890

Email : viwen@silulo.com



Date : 18/03/2025

To Whom It May Concern,

RE: LETTER OF RECOMMENDATION

I am pleased to recommend Qhama Maxama , who has worked as an IT Technician with us at Mdantsane FM through Silulo Ulutho Technologies for 3 years. During this time, they have proven to be a knowledgeable, reliable, and resourceful team member. Their technical skills, demonstrated through certifications like CompTIA A+, CompTIA Network+, and CCNA, have made a tangible impact on our IT operations and support.

Qhama has consistently shown an ability to diagnose and resolve issues across our network and systems with a level of expertise that is truly impressive. Whether handling routine maintenance, addressing network disruptions, or troubleshooting hardware and software problems. Qhama always approaches each task with confidence and determination.

One of the things that stands out most about Qhama is their problem-solving ability. For example, when we faced network and slow computer issues, she quickly identified the root cause and implemented a solution that not only fixed the problem but also improved our system's performance in the long run. It's this kind of proactive mindset that has made Qhama such an asset to our team.

In addition to technical skills, Qhama is also a strong communicator. She can explain complex issues in a way that everyone—from management to end users—can understand, which has helped foster a smoother workflow and better collaboration within the team.

I have no doubt that Qhama will continue to excel in their career and bring the same level of expertise, initiative, and professionalism to any future role. I highly recommend her without reservation for any IT-related position.

Please don't hesitate to reach out if you have any further questions.

Sincerely,

Mr Xabiso Gqirana
Station Manager
Mdantsane FM

Mdantsane FM Station Manager

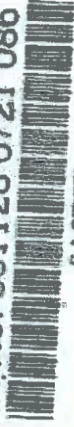
Mr. Xabiso Gqirana: Cell: 082 668 2498 Email: xabiso.g@gmail.com Tel: 043 7621031

(If any communication does not carry this message, consider it fraudulent, as it does not come from the Authorized Station Manager's Desk !)

Address: Shop No. 57 Mdantsane City Mall Cnr. Billie Rd. & Qumza Highway, Mdantsane, 5219

Co. Reg. No. 2006/026331/08

I.D. No. 981128 0721 086



S.A. CITIZEN

SURNAME

MAXAMA

FORENAMES

QHAMA

COUNTRY OF BIRTH

SOUTH AFRICA

DATE OF BIRTH

1998-11-28

DATE ISSUED

2015-02-03



ISSUED BY AUTHORITY OF
THE DIRECTOR GENERAL
HOME AFFAIRS

NOTICE OF PERSONAL PARTICULARS

1. Any changes to the personal particulars in your ID Book must be communicated to all relevant parties.

NOTICE OF CHANGE OF ADDRESS

1. Keep the NOTICE OF CHANGE OF ADDRESS form in this pocket to report a change of address or a change in particular of your present address e.g. name of street and/or street number etc.
2. Hand in at or post to the nearest regional/district office of the DEPARTMENT OF HOME AFFAIRS



REPUBLIC OF SOUTH AFRICA

National Certificate (Vocational)

Level 4

Electrical Infrastructure Construction

Awarded to

QHAMA MAXAMA

Identity number: 9811280721086

Exam number 9811280721086

	%	Achievement level	Date
Fundamental subjects:			
English First Additional Language	65	5	Nov 21
Mathematics	48	3	Nov 21
Life Skills and Computer Literacy	75	6	Nov 21
Vocational subjects:			
Electrical Principles and Practice	57	3	Nov 22
Electrical Systems and Construction	63	3	Nov 21
Electrical Workmanship	68	3	Nov 21
Electronic Control and Digital Electronics	66	3	Nov 22

This candidate is awarded the National Certificate (Vocational).

The candidate has obtained the minimum 130 credits for this qualification, as registered on the National Qualifications Framework.

With effect from December 2021

M. S. LAKOMETSI

Chief Executive Officer

230 1202 1155 D



This certificate is issued without alterations or erasure of any kind



UMALUSI



Council for Quality Assurance in
General and Further Education and Training
South Africa

3536048

(See reverse for more information)



Optimi College

This is to certify that
Qhama Maxama

Student Number:

97127

ID Number:

9811280721086

has successfully completed the course in
CompTIA A+, CompTIA Network+ and CCNA

OC2838

Signature

09 January 2025

Date



Learning Transcript

Learner Name: Qhama, 4 Dec 24 Login Name: maxama_q

Required	Type:	Title	ID#	First Accessed	Last Accessed	Completed	Current Score	High Score
No	Resource	CompTIA Network+ N10-008	pit_n10_008	04-Dec-2024	04-Dec-2024	04-Dec-2024	100	100
No	Course	CO1204 - CompTIA A+, CompTIA Network+ and CCNA	lp_157830	11-Nov-2023	04-Dec-2024	04-Dec-2024	N/A	N/A
No	Resource	Mentoring 200-301 Cisco Certified Network Associate (CCNA)	mnt200301	03-Dec-2024	04-Dec-2024	N/A	N/A	N/A
No	Course	TestPrep 220-1002 CompTIA A+	ep_cscoat_a01_tp_enus	22-Nov-2024	03-Dec-2024	04-Dec-2024	91	91
No	Course	TestPrep 200-301 CCNA	it_ccna20_a01_tp_enus	03-Dec-2024	03-Dec-2024	03-Dec-2024	98	98
No	Course	CCNA 2020: Configuration Management & JSON Encoded Data	it_ccna2020tv_31_enus	03-Dec-2024	03-Dec-2024	03-Dec-2024	85	85
No	Course	CCNA 2020: APIs & Cisco DNA Center	it_ccna2020tv_30_enus	02-Dec-2024	03-Dec-2024	03-Dec-2024	74	74
No	Course	CCNA 2020: Automation, Network Programmability, & SDN Architectures	it_ccna2020tv_29_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	75	75
No	Course	CCNA 2020: Configuring Port Security, DHCP Snooping, & DAI	it_ccna2020tv_28_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	69	80
No	Course	CCNA 2020: Configuring & Verifying ACLs	it_ccna2020tv_27_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	56	74
No	Course	CCNA 2020: AAA Security & VPN Types	it_ccna2020tv_26_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	80	80

No	Course	CCNA 2020: Security Program & Password Policy Components	it_ccna2020tv_25_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	81	81
Required	Type:	Title	ID#	First Accessed	Last Accessed	Completed	Current Score	High Score
No	Course	CCNA 2020: IT Security Concepts	it_ccna2020tv_24_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	83	87
No	Course	CCNA 2020: Configuring SSH, FTP, & TFTP	it_ccna2020tv_23_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	81	81
No	Course	CCNA 2020: SNMP, Syslog, & PHB for QoS	it_ccna2020tv_22_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	67	72
No	Course	CCNA 2020: NTP, DNS, & DHCP	it_ccna2020tv_21_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	71	76
No	Course	CCNA 2020: Configuring & Verifying NAT	it_ccna2020tv_20_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	87	89
No	Course	CCNA 2020: Dynamic Routing	it_ccna2020tv_19_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	64	70
No	Course	CCNA 2020: Static Routing	it_ccna2020tv_18_enus	02-Dec-2024	02-Dec-2024	02-Dec-2024	74	75
No	Course	CCNA 2020: Cisco WLC Configuration & Wireless Management Access	it_ccna2020tv_17_enus	01-Dec-2024	01-Dec-2024	01-Dec-2024	89	89
No	Course	CCNA 2020: Cisco Wireless Architecture & WLAN Components	it_ccna2020tv_16_enus	30-Nov-2024	30-Nov-2024	01-Dec-2024	68	78
No	Course	CCNA 2020: Spanning Tree Protocol	it_ccna2020tv_15_enus	30-Nov-2024	30-Nov-2024	30-Nov-2024	82	82
No	Course	CCNA 2020: L2 Discovery Protocols & L2 and L3 EtherChannel Configuration	it_ccna2020tv_14_enus	30-Nov-2024	30-Nov-2024	30-Nov-2024	87	92
No	Course	CCNA 2020: Network Access, VLAN Configuration, & Interswitch Connectivity	it_ccna2020tv_13_enus	28-Nov-2024	30-Nov-2024	30-Nov-2024	81	96
No	Course	CCNA 2020: Virtualization Concepts	it_ccna2020tv_12_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	80	80

No	Course	CCNA 2020: IPv6 Addressing & Configuration	it_ccna2020tv_11_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	76	76
No	Course	CCNA 2020: IPv4 Subnetting	it_ccna2020tv_10_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	71	71
No	Course	CCNA 2020: IP Addressing Basics & Configuration	it_ccna2020tv_09_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	94	94

Required	Type:	Title	ID#	First Accessed	Last Accessed	Completed	Current Score	High Score
No	Course	CCNA 2020: Networking Protocols	it_ccna2020tv_08_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	77	77
No	Course	CCNA 2020: Layer 1 Physical & Configuration Issues	it_ccna2020tv_07_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	63	75
No	Course	CCNA 2020: Layer 1 Interfaces & Cabling	it_ccna2020tv_06_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	100	100
No	Course	CCNA 2020: Network Topology Architectures – WAN, Cloud, & SOHO	it_ccna2020tv_05_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	61	85
No	Course	CCNA 2020: Network Topology Architectures	it_ccna2020tv_04_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	75	86
No	Course	CCNA 2020: WLCs, Access Points, Servers, & Endpoints	it_ccna2020tv_03_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	87	87
No	Course	CCNA 2020: Networking Components – NGFW, NGIPS, & Cisco DNA Center	it_ccna2020tv_02_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	81	81
No	Course	CCNA 2020: Networking Components	it_ccna2020tv_01_enus	28-Nov-2024	28-Nov-2024	28-Nov-2024	93	93
No	Course	CompTIA Network+ (N10-008): Troubleshooting Network Issues	it_csnetp2020_16_enus	26-Nov-2024	28-Nov-2024	28-Nov-2024	58	72
No	Course	CompTIA Network+ (N10-008): Network Troubleshooting Methodologies & Tools	it_csnetp2020_15_enus	26-Nov-2024	26-Nov-2024	26-Nov-2024	69	78

No	Course	CompTIA Network+ N10-008: Physical Security & Network Hardening	it_csnetp2020_14_enus	26-Nov-2024	26-Nov-2024	26-Nov-2024	75	80
No	Course	CompTIA Network+ (N10-008): Security Concepts & Threats	it_csnetp2020_13_enus	26-Nov-2024	26-Nov-2024	26-Nov-2024	76	87
No	Course	CompTIA Network+ (N10-008): Disaster Recovery & High Availability Concepts	it_csnetp2020_12_enus	26-Nov-2024	26-Nov-2024	26-Nov-2024	86	86
No	Course	CompTIA Network+ N10-008: Network Operations	it_csnetp2020_11_enus	26-Nov-2024	26-Nov-2024	26-Nov-2024	66	82
Required	Type:	Title	ID#	First Accessed	Last Accessed	Completed	Current Score	High Score
No	Course	CompTIA Network+ (N10-008): Ethernet Switching & Wireless Standards	it_csnetp2020_10_enus	25-Nov-2024	25-Nov-2024	25-Nov-2024	81	83
No	Course	CompTIA Network+ N10-008: Network Implementations	it_csnetp2020_09_enus	25-Nov-2024	25-Nov-2024	25-Nov-2024	91	91
No	Course	CompTIA Network+ N10-008: Cloud Concepts	it_csnetp2020_08_enus	25-Nov-2024	25-Nov-2024	25-Nov-2024	73	79
No	Course	CompTIA Network+ N10-008: Network Services & Data Center Architectures	it_csnetp2020_07_enus	25-Nov-2024	25-Nov-2024	25-Nov-2024	64	93
No	Course	CompTIA Network+ N10-008: Registered Ports	it_csnetp2020_06_enus	25-Nov-2024	25-Nov-2024	25-Nov-2024	100	100
No	Course	CompTIA Network+ N10-008: Well-known Ports & Protocols	it_csnetp2020_05_enus	25-Nov-2024	25-Nov-2024	25-Nov-2024	70	79
No	Course	CompTIA Network+ N10-008: IP Addressing Schemes and Subnetting	it_csnetp2020_04_enus	25-Nov-2024	25-Nov-2024	25-Nov-2024	82	90
No	Course	CompTIA Network+ N10-008: Cables & Connectors	it_csnetp2020_03_enus	22-Nov-2024	25-Nov-2024	25-Nov-2024	75	75

No	Course	CompTIA Network+ N10-008: Network Types	it_csnetp2020_02_enus	12-Nov-2024	22-Nov-2024	22-Nov-2024	40	80
No	Course	CompTIA Network+ N10-008: OSI Model Layers & Data Encapsulation	it_csnetp2020_01_enus	08-Sep-2024	12-Nov-2024	08-Sep-2024	100	100
No	Course	CompTIA A+ (220-1102): Scripting & Remote Technologies	it_csap221_18_enus	11-Nov-2024	12-Nov-2024	12-Nov-2024	64	86
No	Course	CompTIA A+ (220-1102): Communication Techniques, Licensing, & Policy Concepts	it_csap221_17_enus	11-Nov-2024	11-Nov-2024	11-Nov-2024	76	76
No	Course	CompTIA A+ (220-1102): Safety Procedures & Environmental Impacts	it_csap221_16_enus	11-Nov-2024	11-Nov-2024	11-Nov-2024	86	96
No	Course	CompTIA A+ (220-1102): Backup & Recovery	it_csap221_15_enus	30-Oct-2024	11-Nov-2024	11-Nov-2024	80	100
Required	Type:	Title	ID#	First Accessed	Last Accessed	Completed	Current Score	High Score
		Methods						
No	Course	CompTIA A+ (220-1102): Information Management & Change Management Processes	it_csap221_14_enus	30-Oct-2024	30-Oct-2024	30-Oct-2024	87	98
No	Course	CompTIA A+ (220-1102): Mobile OS Application & Application Security Issues	it_csap221_13_enus	30-Oct-2024	30-Oct-2024	30-Oct-2024	82	86
No	Course	CompTIA A+ (220-1102): Best Practice Procedures for Malware Removal	it_csap221_12_enus	29-Oct-2024	30-Oct-2024	30-Oct-2024	83	90
No	Course	CompTIA A+ (220-1102): Windows OS Problems & Personal Computer Security	it_csap221_11_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	97	97
No	Course	CompTIA A+ (220-1102): Securing SOHO Networks & Browser Security	it_csap221_10_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	100	100

No	Course	CompTIA A+ (220-1102): Mobile & Embedded Device Security	it_csap221_09_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	100	100
No	Course	CompTIA A+ (220-1102): Operating System Security Best Practices	it_csap221_08_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	93	93
No	Course	CompTIA A+ (220-1102): Social Engineering Attacks	it_csap221_07_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	76	81
No	Course	CompTIA A+ (220-1102): Malware Detection, Removal, & Prevention	it_csap221_06_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	77	84
No	Course	CompTIA A+ (220-1102): Wireless Security Protocols & Authentication Methods	it_csap221_05_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	69	78
No	Course	CompTIA A+ (220-1102): Physical Security Measures	it_csap221_04_enus	29-Oct-2024	29-Oct-2024	29-Oct-2024	95	95

Required	Type:	Title	ID#	First Accessed	Last Accessed	Completed	Current Score	High Score
No	Course	CompTIA A+ (220-1102): Operating System & Network Management	it_csap221_03_enus	08-Oct-2024	08-Oct-2024	08-Oct-2024	100	100
No	Course	CompTIA A+ (220-1102): Linux, macOS, & Windows File Systems	it_csap221_02_enus	08-Oct-2024	08-Oct-2024	08-Oct-2024	100	100
No	Course	CompTIA A+ (220-1102): Desktop, Server, & Mobile Operating Systems	it_csap221_01_enus	08-Oct-2024	08-Oct-2024	08-Oct-2024	100	100
No	Course	CompTIA A+ (220-1101): Best Practices for Resolving Problems	it_csap121_13_enus	26-Sep-2024	08-Oct-2024	26-Sep-2024	96	100
No	Course	CompTIA A+ (220-1101): Troubleshooting and Resolving Printer Issues	it_csap121_14_enus	26-Sep-2024	08-Oct-2024	26-Sep-2024	97	98

No	Course	TestPrep: 220-1001 CompTIA A+	it_ap1001_a01_tp_enus	26-Sep-2024	08-Oct-2024	08-Oct-2024	72	72
No	Course	CompTIA A+ (220-1101): Cloud Computing Concepts	it_csap121_11_enus	26-Sep-2024	26-Sep-2024	26-Sep-2024	88	90
No	Course	CompTIA A+ (220-1101): Client-side Virtualization	it_csap121_12_enus	26-Sep-2024	26-Sep-2024	26-Sep-2024	100	100
No	Course	CompTIA A+ (220-1101): Multifunction Devices & Printer Consumables	it_csap121_10_enus	26-Sep-2024	26-Sep-2024	26-Sep-2024	92	100
No	Course	CompTIA A+ (220-1101): Power Supplies	it_csap121_09_enus	26-Sep-2024	26-Sep-2024	26-Sep-2024	97	97
No	Course	CompTIA A+ (220-1101): Motherboards, CPUs, and Add-on Cards	it_csap121_08_enus	08-Sep-2024	08-Sep-2024	08-Sep-2024	82	86
No	Course	CompTIA A+ (220-1101): RAM & Storage Solutions	it_csap121_07_enus	08-Sep-2024	08-Sep-2024	08-Sep-2024	86	86
No	Course	CompTIA A+ (220-1101): Cable Types & Connectors	it_csap121_06_enus	08-Sep-2024	08-Sep-2024	08-Sep-2024	100	100
No	Course	CompTIA A+ (220-1101): Wireless Networking & Services	it_csap121_04_enus	13-Aug-2024	08-Sep-2024	20-Aug-2024	80	80
No	Course	CompTIA A+ (220-1101): Networking Concepts & Configurations	it_csap121_05_enus	23-Aug-2024	08-Sep-2024	08-Sep-2024	92	92
Required	Type:	Title	ID#	First Accessed	Last Accessed	Completed	Current Score	High Score
No	Course	CompTIA A+ (220-1101): Troubleshooting Wired & Wireless Networks	it_csap121_15_enus	13-Aug-2024	13-Aug-2024	13-Aug-2024	88	100
No	Course	CompTIA A+ (220-1101): Networking Fundamentals	it_csap121_03_enus	10-Jun-2024	13-Aug-2024	13-Aug-2024	98	98
No	Course	CompTIA A+ (220-1101): Mobile Device Accessories & Network Connectivity	it_csap121_02_enus	18-Jun-2024	13-Jul-2024	13-Jul-2024	100	100

No	Course	CompTIA A+ (220-1101): Installing Hardware & Display Components	it_csap121_01_enus	11-Nov-2023	10-Jun-2024	10-Jun-2024	83	92
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