NONTATHU RICA SIKHWEBU

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SUMMARY

My academic and practical experience has developed my skills in networking, system administration, cloud computing, IT support, and cybersecurity Motivated and detail-oriented IT Technician with a Diploma in Network Management and hands-on experience in technical support, troubleshooting, IT service management, supporting enterprise environments. Skilled in Active Directory administration, Windows Server, Exchange, and Office 365 support. Adept at creating, modifying, and managing user accounts, maintaining IT security policies, and troubleshooting user issues across Windows-based environments. Currently pursuing Cisco CCNA certification, with growing expertise in network protocols, firewall policies, and endpoint management. Fast learner, adaptable, and committed to ensuring seamless IT infrastructure operation.

EDUCATION

IIE Rosebank College   **Braamfontein, Johannesburg**

Diploma in Information Technology in Network Management   **Feb 2022 – Dec 2024**

Specialization: Network administration, IT security, and cloud computing

- Completed rigorous coursework and first-hand projects focusing on modern networking solutions and emerging technologies.

- Developed a strong understanding of network architecture, system optimization, and cybersecurity principles.

- **Relevant Coursework and Core Skills**: Operating Systems (Windows 10/16, Linux , macOS) | Active Directory Administration (User and Group Management, GPOs, OUs) | Layer 2/3 Protocols (VLAN, NAT) | DNS and DHCP | Scripting Basics (PowerShell, Bash) | Cloud Networking (Azure, AWS Basic)|Microsoft Exchange (Mailbox Management, Email Security) | Windows Server (Installation, Configuration, Patching) | IT Security (Access Controls, Security Policies, Threat Mitigation) | Office 365 & Azure Administration | Help Desk Support & Troubleshooting (Technical Assistance, Password Resets) | Network & System Monitoring | Computer Architecture | Internet Fundamentals | Introduction to Open Source Systems | Introduction to Quantitative Thinking and Techniques | Management Information systems | Network Architecture | Operating Systems | Web Development | Client Systems Configuration | Database | IT Project Management | Network Design | Network Administration | Advanced Network Management | Database Server Administration | Emerging Network Technologies | Introduction to Cloud Networking |Network Server Administration | Principles of Security | Web Server Management

- **Soft Skills**: Excellent communication and documentation, Problem-Solving, Team Collaboration, Adaptability to modern technologies

National Senior Certificate   **Matriculated: 2019**

Eden Park Secondary School   **Alberton, Gauteng**

TECHNICAL EXPERIENCE

ICT Volunteer– Network & Support Technician (IIE Rosebank)- **Feb 2023 – Dec 2023**

- Performed network performance checks using NetFlow analysis tools.
- Assisted in configuring Azure virtual networks and troubleshoot VPN tunnels.
- Supported Active Directory for user account creation, policy application, and group management
- Monitored system logs and troubleshot Active Directory replications and authentication issues.

Windows Server and Security Administration **Feb 2022 – Dec 2024**

- Installed, configured, and maintained Windows Server environments, ensuring high availability.
- Developed security patches and updates, minimizing vulnerabilities, and enhancing system protection.
- Configured DHCP, DNS, and Group Policy to streamline network resource allocation.

Database Design and Reporting **Feb 2024 – Dec 2024**

- Built a normalized database structure for a case study.
- Created reports using SQL and Applied basic data visualization in Excel

IT Support and Troubleshooting **Feb 2023 – Dec 2023**

- Provided technical troubleshooting for users across Windows, Linux, Apache, and Fedora.
- Assisted with diagnosing and solving common system errors.
- Assisted family and peers with computer setup, software installation, and basic troubleshooting
- Installed and configured user accounts and updated software.
- Documented IT incidents, resolutions, and escalations, ensuring compliance with ITIL best practices.

Tutoring **Jun 2024 – Nov 2024**

- Assisted students in Network Administration Module tasks that included installing and configuring user accounts, setting Group Policies and database administration tasks including maintenance, backup, and performance monitoring for the Database Server Administration Module

ACHIVEMENTS AND ATTRIBUTES

- Selected to assist with migration to Azure-based infrastructure during my third year at school.
- Known for excellent communication, strong work ethic, and problem-solving mindset.
- Committed to continuous improvement and exceeding expectations.

CERTIFICATIONS AND TRAINING

- CompTIA A+ (Module Completed/ Academic Module)
- Linux Administration and Shell Scripting | CompTIA Security (Module Completed / Academic Module)

Note: Currently pursing CompTIA Network+ and Cisco CCNA (Enrolled- Expected Completion; [November 2025])