Snethemba Promise **Ngcobo** | Junior Software Engineer | Automation & Enterprise Systems

Johannesburg – South Africa

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Professional Profile

Junior Software Engineer with a completed National Diploma in Computer Systems Engineering and hands-on experience in enterprise IT systems, automation, and software development. Strong exposure to Microsoft-centric environments, operational support, process optimisation, and technical documentation. Known for reliability in production environments, rapid learning, and translating business requirements into practical technical solutions.

Professional Experience

ENSafrica   **Sandton, Johannesburg**

IT Systems Trainer Intern   *Aug 2025 – Present*

- ○ Delivered enterprise systems onboarding and user enablement within a large corporate legal environment
- ○ Provided first- and second-line production support for internal business systems
- ○ Diagnosed and resolved system issues, escalating where necessary within IT Service Delivery processes
- ○ Authored clear technical documentation, user guides, and training material for non-technical users
- ○ Supported Microsoft 365 platforms including SharePoint, OneDrive, and Exchange Online
- ○ Assisted in internal engineering initiatives focused on training simulation and system emulation
- ○ Operated within governance, audit, and compliance-driven environments

Adnexus Celerity Networks

IT Intern   *Aug 2024 – Jan 2025*

- ○ Provided technical support to ISP and enterprise network clients
- ○ Logged, tracked, and resolved incidents using Jira-based workflows
- ○ Installed, configured, and maintained MikroTik routers, ONTs, and fibre network equipment
- ○ Monitored and stabilised live networks using Winbox, PuTTY, LibreNMS, and Wireshark
- ○ Performed SSH-based diagnostics and fault resolution
- ○ Contributed to a network automation initiative using Ansible to improve operational efficiency
- ○ Supported extended operational monitoring schedules

Education

Tshwane University of Technology

National Diploma in Computer Systems Engineering   *Dec 2025 – Apr 2026*

Completed all academic and institutional requirements in December 2025. Official graduation scheduled for April 2026.

MICT SETA – Nsingweni Consultants

FET Certificate: IT Technical Support (NQF Level 4)   *2024*

SAQA-accredited learnership covering desktop support, networking fundamentals, and customer service.

Mbopha High School

National Senior Certificate (Matric)   *2016*

Technical Skills

Programming: JavaScript, TypeScript, Python, C++, HTML5, CSS3

Frameworks: React, Next.js, Tailwind CSS

Automation: Ansible, Process Automation, REST APIs

Databases: SQL, SQLite, PostgreSQL, Prisma, Supabase

Microsoft: Microsoft 365, SharePoint, Windows 10/11
Systems: Linux (Ubuntu), Git, GitHub
Networking: TCP/IP, VLANs, MikroTik, Wireshark, PuTTY

Key Projects

EnsEmulator: Enterprise system emulator developed to support onboarding and user training. Reduced user errors and production risk. Technologies: Next.js, TypeScript, Tailwind CSS.

ENSAT: Internal training simulation platform using scenario-based system workflows to improve onboarding efficiency.

Network Automation: Automated MikroTik provisioning and monitoring using Ansible in Ubuntu and EVE-NG environments.

Capstone Project: Designed and implemented a sensor-based walking stick for the blind, focusing on assistive technology and real-world impact.

Certifications

FET Certificate: IT Technical Support — MICT SETA

Network Automation Certificate — Celerity Networks

Cybersecurity Certificate

Additional Information

Driver's License: Code 10

Languages: isiZulu (Native), English (Fluent)

Willing to relocate within South Africa