

Sibu Dubazane

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With over +5 years of experience as an IT professional, I've delivered end-to-end technical solutions across system support, administration, and web development. I've worked with technologies such as Azure, Active Directory, Microsoft 365 Admin Suite, Entra ID, Intune, Exchange Online, Microsoft Purview, endpoint security (RMM), and basic PowerShell scripting—supporting secure, modern IT environments. I've also contributed to front-end development using HTML, CSS, and JavaScript, integrating user-focused design into digital platforms. This blend of infrastructure and development experience allows me to support both operational IT needs and evolving technical solutions with confidence and adaptability.

Experience

JUNE 2025 – PRESENT

Technical Support Specialist | Pulsate | Madison, Wisconsin (Remote)

Recently joined Pulsate, a forward-thinking US-based tech company powering mobile engagement for financial institutions, as part of a dynamic international team working with the latest cutting-edge technologies. My role involves diagnosing and resolving technical issues, collaborating across cross-functional teams, and contributing to knowledge-sharing initiatives. This position allows me to work with cutting-edge tools while deepening my skills in SaaS support, client service, and scalable solution delivery in a fast-paced, innovative environment.

APRIL 2025 – MAY 2025

Front-End Web Developer | Soweto Luxe Interiors | City of Johannesburg, South Africa (Remote)

As founder & strategic lead, I combined entrepreneurial vision with IT expertise to build Soweto Luxe Interiors from the ground up, including designing, developing, and maintaining the company website. I initially managed core IT systems and security, but day-to-day IT and operational duties have since been handed over to the team. This allows me to focus fully on new professional challenges while maintaining a strategic connection to the business. This role strengthened my leadership, technical skills, and ability to deliver scalable solutions in a dynamic environment.

APRIL 2023 – MARCH 2025

IT Consultant II / Junior Developer | Mpilo Technologies | Rosebank, Johannesburg (Remote)

Managed user accounts, access controls, and security policies across enterprise systems, ensuring secure and compliant identity management. Administered provisioning, group assignments, and permissions while deploying and configuring devices to meet compliance standards. Provided remote technical support and troubleshooting using support tools to minimise downtime and ensure system reliability. Maintained SLA/OLA targets through effective ticketing, documentation, and service coordination. Oversaw IT asset management, vendor engagement, procurement, and invoice processing, while tracking device inventory and lifecycle. Delivered mobile services by coordinating with telecom providers for handset provisioning and connectivity. Additionally contributed to front-end development using HTML, CSS, and JavaScript—integrating clean, user-focused design into internal platforms to support seamless digital experiences.

OCTOBER 2022– MARCH 2023

Ulwembu Business Services | Fourways Johannesburg (Hybrid)

Technical Support Engineer

I was deployed to the client site, where I provided technical support with a focus on network connectivity troubleshooting and resolution. I onboarded and enrolled devices into the company's device management system using Microsoft Intune, guiding end users through the enrollment process via the Company Portal app to ensure compliance and security. I created and managed Data Loss Prevention (DLP) and Retention Policies using Microsoft Purview to protect sensitive information. My responsibilities also included administering user accounts—handling account creation, managing access permissions, and resolving login issues. I delivered remote support for a wide range of hardware and software problems, collaborated with cross-functional teams to streamline onboarding and policy enforcement, and documented processes, incidents, and solutions to support continuous improvement and knowledge sharing.

MARCH 2021– MARCH 2023

Desktop Support Engineer

Delivered responsive IT support both remotely and onsite, ensuring reliable performance across retail and corporate environments. Rebuilt and configured machines for end-users, supported core banking applications (BDP & BTP), and resolved technical issues with speed and precision. Managed and secured IT infrastructure by configuring routers, switches, and VPNs (Zscaler, Cisco AnyConnect) for seamless remote access. Provided full support for Microsoft 365 Admin services—Exchange Online, Microsoft Purview, Entra ID, Intune—and maintained strong network performance across LAN/WAN and Wi-Fi. Led small-scale infrastructure upgrades, deployed OS updates, trained users on IT security best practices, and developed clear technical documentation to enhance support workflows.

MARCH 2019 – APRIL 2020

Technical Undergraduate Intern | DXC Technology | Sandton, Johannesburg (Onsite)

Supported senior technicians in troubleshooting and resolving hardware and software issues. Assisted in maintaining IT systems and networks. Helped configure and deploy workstations and other IT equipment. Provided basic technical support to end-users and documented issues and solutions. Participated in routine maintenance tasks and software updates to ensure system efficiency.

Education

JAN 2010- DEC 2014

National Senior Certificate | St Matthews Private School

FEB 2019 – SEP 2020

National Certificate in Systems Support | HPE Education & Training Centre

Certifications & Training

– Azure Fundamentals – Deploy & configure Azure Monitor

- Administer Active Directory DS – Networking Fundamentals (Microsoft)
- Secure storage for Azure Files and Azure Blob Storage – Prepare security and compliance to support M365
- Implement Information Protection & Data Loss Prevention (Microsoft Purview)
- Implement Retention, eDiscovery, and Communication Compliance (Microsoft Purview)
- Identities and Access using Microsoft Entra –Cloud Practitioner Essentials (AWS)
- Endpoint Security (Cisco) –API Security Fundamentals (APIsec University)
- Cyber Threat Management (Cisco) –API Penetration Testing (APIsec University)

NB: Includes additional accredited certifications not listed here; full list available upon request.

Soft Skills

- Problem Solving –Phone Etiquette –Adaptability –Teamwork & Collaboration –Communication Skills
- Time Management –Integrity & Professionalism –Customer Service Orientation – Initiative & Critical Thinking