

# Sibu Dubazane

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| Johannesburg, South Africa.

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## Professional Summary

With +5 years of experience as an IT professional, I've tackled troubleshooting tasks and explored hardware and software complexities. Each challenge has been a chance to learn and improve my skills in analysing technical problems and explaining solutions simply.

I have experience with Networking, Active Directory, Microsoft 365 Admin, Entra ID, Intune, Exchange Online, SharePoint, Teams, Security & Compliance, Office 365, VPNs, Basic PowerShell Scripting, Telecommunications, End-Point Security, project management for small-scale projects, and other related technologies. I'm eager to grow further and make a meaningful impact in the IT field.

Portfolio: <https://www.github.com/sibu-dubazane/sibu-portfolio>

## Experience

### Founder/Technical Operations Lead

Soweto Luxe Interiors | Johannesburg

Jun 2025 -

Technical Responsibilities:

- Designing, developing, and maintaining the company website
- Managing user systems
- Overseeing IT security, cloud services, and internal tools
- Ensuring technology alignment with business needs
- Supporting data privacy, compliance, and digital workflows

Operational Responsibilities:

- Managing end-to-end business administration, including invoicing and financial tracking
- Sourcing materials and coordinating with suppliers to meet client needs
- Preparing quotes and proposals tailored to customer requirements
- Serving as the primary point of contact for client communication and project coordination
- Streamlining internal processes to improve efficiency and service delivery

## Education

### National Senior Certificate

St. Matthews Private

Secondary School

Jan 2010- Dec 2014

### Systems Support

MICT SETA

Jan 2019 – Sep 2020

### Information Technology Consultant

Mpilo Technologies | Rosebank, Johannesburg

April 2023 - May 2025

- Managed user accounts, access controls, and security policies across various systems.
- Administered user provisioning, group management, and permissions.
- Device deployment and compliance, ensuring proper configuration.
- Enforced security measures to strengthen identity protection.

## Certifications & Training

Azure Fundamentals

**Microsoft**

Administer Active Directory

Domain Services

**Microsoft**

Secure storage for Azure Files  
and Azure Blob Storage

**Microsoft**

Deploy & configure Azure  
Monitor

**Microsoft**

Implement information  
protection & data loss  
prevention (Microsoft Purview)

**Microsoft**

Networking Fundamentals

**Microsoft**

Prepare security and  
compliance to support  
Microsoft 365 Copilot

**Microsoft**

Implement retention,  
eDiscovery, and  
Communication Compliance

**Microsoft**

Cloud Practitioner Essentials.

**AWS**

Endpoint Security

**Cisco Networking Academy**

Cybersecurity Essentials

**Cisco Networking Academy**

API Security Fundamentals

- Provided technical support and troubleshooting to maintain system reliability, using remote support tools, ensuring minimal downtime.

- Managed ticketing, IT documentation, and service coordination, ensuring SLA/OLA adherence.

- Handled vendor management, procurement, budgeting, and invoice processing.

- Oversaw IT asset management, tracking inventory and device lifecycle.

- Collaborated with telecom providers to deliver mobile handsets, voice and 3G connectivity to internal users.

### Desktop Support Engineer

Ulwembu Business Services | Fourways Johannesburg.

March 2021– March 2023

- Provided technical support for end-users via remote and onsite assistance.

- Managed IT infrastructure and configured routers & switches for secure data flow.

- Supported Microsoft 365 applications (Exchange Online, AAD, SharePoint).

- Assisted with VPN and remote access troubleshooting for remote employees.

- Configured VPNs. (Zscaler, Cisco AnyConnect)

- Monitored and maintained network connectivity, Wi-Fi, and LAN/WAN configurations.

- Provided technical training to end-users on IT policies, security best practices, and software usage.

- Led small-scale IT projects. (Ram Upgrade, Windows Upgrade)

- Created and maintained technical documentation for troubleshooting and IT procedures.

### Technical Undergraduate Intern

DXC Technology | Sandton, Johannesburg

March 2019 – April 2020

- 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.

## **APIsec University**

Networking Essentials

**Cisco Networking Academy**

Cyber Threat Management

**Cisco Networking Academy**

API Penetration Testing

**APIsec University**

Windows Server 2016

Administration

**Udemy**

+ Cisco Networking Academy,  
Microsoft Imagine Academy,  
Alison & Udemy certificates  
based on networking,  
cybersecurity, project  
management, server  
administration, ITIL & many  
more.

## **Skills**

- Operating systems
- Azure Environments
- Network Troubleshooting
- Server Maintenance
- Firewall, VPN & VLAN
- System Administration
- Backup & recovery
- Identity & Access Management
- Active Directory
- Customer Service
- PowerShell
- Cybersecurity
- + Other skills.

## **Key Skills**

Microsoft Azure: Proficient in deploying, configuring, and managing cloud-based infrastructure and services.

Microsoft 365: Experienced in managing Office 365 environments, including email, collaboration tools, and security settings.

Active Directory: Skilled in administering and managing Active Directory, including user accounts, group policies, and access control.

Network Design: Experienced in implementing and managing network infrastructures for diverse environments.