

SINOVUYO THUMAMINA GCANGA

A22 Mzamomhle Township, Gonubie, East London, 5257

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PROFILE

I am a young lady who is reliable, self-disciplined and performance driven, seeking a career advancement within the organization. I am determined, individually accountable and never give up on work. My career objective is to become a part of an established, energetic organization by applying my knowledge capabilities and skills. Adding value to the organization by contributing my intellectual knowledge I have acquired over the period of studying Information Technology and from working as a LAN\Desktop technician.

My latest job has been in the ICT unit of the public sector. This gave me exposure in the public service policies and administration, good interpersonal skills and working in a team. This includes ICT support and service management in a large organisation.

WORK EXPERIENCE

Department: Eastern Cape Department of Human Settlement

Position: LAN\Desktop Technician

Duration: (01 March 2022- 29 February 2024)

Duties:

- **Help desk support** (log, solve, and monitor user's calls/problems)
- **Remote Desktop** (Support remotely using remote desktop, configuration manager, Anydesk, Microsoft teams and Team viewer)
- **Provide desktop and Network support Services** (Setup, Install and support teams, desktop/laptop, Printers, network connection 3Gs department of Human Settlements network)
- **Server Administration** (Administer departmental servers including active Directory, Exchange, SCCM, production servers)
- **Vmware** (run virtual machines, hosts, and servers)
- **Creating and administering user mailboxes** on Microsoft office 365 and Microsoft exchange online\ 2016
- **Maintain ICT Security Technologies** (User accounts reviews, Antivirus-Updates (Reports that show all workstations with antivirus software) Patch Management)
- **User Account Maintenance** (Create users, modify and delete, work with OneDrive, file server, and cloud for both head office and district offices)
- **Support transversal systems** (BAS, Persal, Logis and other systems used in the department)

Department: Eastern Cape Department of Human Settlements

Position: Admin: Learnership (ICT section, SCM)

Duration: (02 March 2020- 26 February 2021)

Duties:

- Providing support on the technical side of ICT section
- Providing administrative support services to the Director and the entire GITCM unit.
- Consolidate monthly report according to the strategic plan as per indicators aligning with Operational Plan, Annual Performance Plan and upload it on the OPMS system.
- Procure travelling arrangements for the Director and the GITCM staff.
- Communicating with service providers for quotations and follow up on bookings.
- Procure ICT equipment such as laptops, desktops, computer spares and stationery for the office.
- Responsible for the payments of SITA invoices and collection of BAS report to ensure that it correlates with the commitment register.
- Co-ordinate logistical arrangements for meetings when required and performs secretariat role during meetings.
- Monitor the proper utilization of the budget according to the monthly projections.
- Perform administrative functions within the supply chain management section, including demand/acquisition/logistics.
- Verify and capture source documents and place order with the supplier.
- Provide administrative support in the bid/quotation process.
- Administer the process of drafting specification or terms of reference and special conditions of contract.

SKILLS AND COMPETENCIES

- Good written and verbal communication
- Programming and web development languages like Java, Vb. Net, html. css, php and java script
- Database(sql)
- Hardware and software maintenance
- Server management and maintenance
- ICT governance and ICT policies
- Professional & client service etiquette
- Digital skills\ technologies
- Computer literate
- Adaptability
- Resilient
- Strong team working
- Project management & time management
- Organizing and problem solving
- Interpersonal skills
- Problem solving and leadership

EDUCATION

- Walter Sisulu University- Advanced Diploma in ICT Application Development
- Walter Sisulu University- National Diploma in Information Technology
- Nyanga High School- Grade 12

CERTIFICATES

- CISCO network academy: Introduction to cybersecurity
- Microsoft 365 fundamentals, Microsoft 365 Identity and services, Managing Microsoft teams

ACADEMIC PROJECTS

- Research project- 'An investigation on the effectiveness of virtual learning during the Covid-19 lockdown regulations at Walter Sisulu University'
- Created school website (using html, css, java script and java)
- Developed mobile application (using android studio)

REFERENCES

Institution: EC Department of Human Settlements
Name: Mr M. Thakatha
Designation: LAN/Desktop Support Technician (Supervisor)
Contact number: 082 058 2997

Institution: EC Department of Human Settlements
Name: Mr X. Mbasa
Designation: Service Desk Support Officer (Supervisor)
Contact number: 063 686 0315

Institution: Eastern Cape Department of Human Settlements
Name: Mr. S. Mtwā
Designation: Senior Provisioning Officer(scm)
Contact number: 073 029 1247