

# SIYABONGA SHABALALA

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## PROFESSIONAL SUMMARY

An IT professional skilled in support technician services, website design, and software development, with a strong passion for technology and problem-solving. I thrive in dynamic environments, consistently delivering innovative solutions and promoting team collaboration. Leveraging my leadership experiences and commitment to continuous learning, I add significant value to any IT role, ensuring seamless operations and maximizing productivity by swiftly resolving technical issues. Furthermore, my expertise extends to website design and development, where I combine creativity with technical proficiency to craft engaging and functional online experiences.

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## WORK EXPERIENCE

### Jnr IT Support Technician

*Jun 2023-Present*

- Installing and configuring computer systems, diagnosing hardware and software faults and solving technical problems
- Providing day to day IT technical support services
- Providing training and guidance to new users on computer systems
- Active Directory User Creation and Termination
- Building of laptops/desktops, deployment of software
- Administrating SANRALs company website
- Collaborated with cross-functional all support capabilities
- Ensure that all logged calls on Service Manager are analyzed, acknowledged, and assigned to the relevant party within the agreed SLA time
- Exchange Administration (creation and management of user mailboxes, creation of distribution lists/groups, shared mailboxes, resource mailboxes (VC trolleys and rooms))
- Test applications for website
- Create guides to document the processes and maintain business continuity

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## EDUCATION

### UNIVERSITY OF KWAZULU-NATAL

BCOM Information Systems and Technology

2016-2021

### ALX AFRICA

Certificate: Software Engineering

2022-2023

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## SKILLS

- |                     |                            |
|---------------------|----------------------------|
| ✓ Operating Systems | ✓ WordPress                |
| ✓ Troubleshooting   | ✓ Microsoft Office         |
| ✓ CSS               | ✓ C (Programming Language) |
| ✓ Visual Basic      | ✓ HTML                     |
| ✓ SQL               | ✓ Figma                    |
| ✓ Active Directory  | ✓ Git                      |
| ✓ SAP               | ✓ Adobe Photoshop          |
| ✓ Adobe Illustrator | ✓ Git                      |

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## SOFT SKILLS

- |                       |                                |
|-----------------------|--------------------------------|
| ✓ Attention to detail | ✓ Customer Service             |
| ✓ Problem-solving     | ✓ Continuous learning attitude |
| ✓ Team Work           | ✓ Time Management              |
| ✓ Analytical Thinking | ✓ Adaptability                 |

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## LANGUAGES

- English
- IsiZulu
- Afrikaans

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## REFERENCES

### **RUSHIL BRIJLAL**

Senior Desktop Support Technician  
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