Curriculum Vitae of Miss Thandi Yvonne Mdluli

PERSONAL INFORMATION	
Title:	Miss
Full names:	Thandi Yvonne Mdluli
Contact Number:	0845175853
Personal Email address:	thandymdluli21@gmail.com
Work Email address:	thandi.mdluli@capaciti.org.za
Date of Birth:	23-April-1990
Nationality:	South African/Female
Driving License:	C1 (Code 10)

Career Objectives

I am a dedicated and detail-oriented tech enthusiast with experience in Software Development, Server and Storage Management, IT Support Services, and Data Engineering. I thrive in dynamic environments, applying my technical expertise and problem-solving skills to deliver innovative solutions. As a self-motivated individual with a passion for continuous learning and professional growth, I am eager to expand my knowledge in IT and explore various fields within the industry. I excel as both a team player and a leader, driven by achievements and challenges. My goal is to contribute effectively to IT projects, leveraging my skills to optimize systems, streamline processes, and enhance business operations.

In my recent role as a Data Engineering Intern, I have been actively involved in data processing, transformation, and analysis to support business intelligence initiatives. My responsibilities include but not limited to working with ETL pipelines, data cleaning, and integrating data from multiple sources to ensure accuracy and efficiency. I collaborate with teams to optimize data workflows, apply SQL for querying databases, and explore data visualization using Power BI. Through this role, I have developed a strong foundation in data engineering principles, problem-solving, and collaboration in a fast-paced technical environment.

TECHNICAL COMPETENCIES

IT Support Services, Server Storage and Management and Software Development, Data Engineering	- Provide user support and attend to logged incidents. - Troubleshooting Hardware and application issues to achieve solid resolution. - Delivering remote and face-to-face support to ensure 100% uptime of end-user device and applications. - Understand common issues and language of end-users. - BMC Remedy IT call tracking system - Microsoft Active Directory - Microsoft Office - User account management - Manage allocation of IP addresses in the LAN infrastructure - Manage all server related incidents, respond, and close all logged incidents according to SLA. - Maintain a good relationship between developers, Network team, Security team and service providers. - Frameworks (Angular 2+ and Nest JS), CSS, HTML, Bootstrap, MongoDB, SQL, GIT and Postman. - Python, ETL Processes, Power BI
Self-Developed skills (Behavioural Attributes)	- Self-confidence, Fast learner, Problem resolution orientation, Customer Relations. - Attention to Detail - The ability to ensure information is complete and accurate. - Able to interact with leadership and external customers. - Very much a people's person with positive energy

	• Able to work independently under minimal supervision.
	• I am willing to work standby shifts and overtime when required.
	• I can prioritize tasks and meet deadlines.
	• I am always welcome to continuous Learning.

EDUCATION BACKGROUND (starting with most recent qualification obtained)

Date obtained	Name of Qualification	Institution
27 Mar 2024	Microsoft Certified: Azure Fundamentals (AZ-900)	**Microsoft** Cert No**:** B3D442-9595K5
10 Oct 2023	Microsoft Certified: Azure Security Engineer Associate (AZ-500)	**Microsoft** Cert No**:** 2C5E5U-4E5002
10 Nov 2022	National Certificate: IT Systems Support (NQF 5)	**MICTSETA** Cert No: IS/LA/ETQA/29789
27 May 2020	Diploma in Information Technology (NQF 6)	**University of South Africa** Student Number: 50172077
	Additional Certificates:	
01 Dec 2007	National Senior Certificate (Matric)	**Emzamweni Secondary School** (KwaZulu Natal, South Africa)

CAREER PROGRESSION [starting with most recent position held]

Company:	**CapaCiTi Tech Career Accelerator**
Company Type:	Non-Profit | Skills Development | Technology Training
Position:	Data Engineering Intern
Duration:	September 2024 – Present
Key Responsibilities:	• Designing, building, and maintaining ETL (Extract, Transform, Load) pipelines to ensure efficient data flow. • Performed data cleaning, transformation, and validation to improve data quality and consistency. • Worked with SQL to query and manipulate large datasets for analysis and reporting. • Gained hands-on experience with cloud platforms and big data tools for data processing. • Integrating data from multiple sources, including databases, APIs, and external datasets. • Created basic data visualizations using Power BI to present insights to stakeholders. • Collaborated with cross-functional teams to understand data requirements and optimize workflows. • Learned and applied best practices in data governance, security, and compliance.
Company:	**Transnet Freight Rail TFR, Gauteng (Contracted by Gijima Technology Holdings)**
Company Type:	Public/Private Sector
Position:	IT Support Technician
Duration:	June 2023 – May 2024
Key Responsibilities:	• Re-imaging laptop/desktop • Installing and configuring 3G cards as well as Configuring Wireless connection. • Setup Computer, Operating system windows 10/11 and support of Transversal System. • Perform maintenance and installation of IT hardware and software, support, and configurations.

	• Manage allocation of IP Address in the LAN infrastructure.
	• Update users about the progress.
	• Decommission laptop/desktop.
	• Assist users with any IT related issues.
	• Remote and onsite support.
	• Microsoft Office 365.
	• Printer setup and config.
	• Monitor SAP and Citrix.
	• Laptop repair.
	• Data recovery.
	• System restoration.
	• To ensure that all the software installed in our environment are accounted for.
	• Manage Virus threats, effectively attend to and report on user's complaints according to developed standards.
	• Provide 1st line support, technical and desktop support to all users in the organization.
	• Working on Active Directory (Creating users accounts).
	• Respond, and close all logged incidents according to SLA.
	• Drafting reports about call resolved and problems encountered.
	CSDM (CA Service Desk Manager) Call logging system
	• Working with ticketing system.
	• Assign calls.
	• Resolve calls.
	• Incident and problem management.
	• Closing all resolved calls.
	• User Follow-up.
	• Update calls.
Reason for leaving:	Contract Ended
Company:	**Gauteng Department of Education Head Office**
Company Type:	Government sector
position:	Junior IT Support Technician
Duration:	June 2021 – May 2023
Key Responsibilities:	❖ Manage allocation of IP addresses in the LAN infrastructure.
	❖ User account management
	❖ Manage Server Availability.
	❖ To ensure that all the software installed in our environment are accounted for.
	❖ Monitor admin access rights.
	❖ Manage all server related incidents, respond, and close all logged incidents according to SLA.
	❖ Provide first line support, technical and desktop support to all users in the department.
	❖ Perform maintenance and installation of IT hardware and software, support, and configurations.
	❖ Monitor the IT connectivity environment and resolve LAN and WAN connectivity Issue on the department.
	❖ Manage Virus threats, effectively attend to and report on user's complaints according to developed standards. Install and maintain support programs.
	❖ Setup computer, Operating Systems and Support of Transversal Systems.
	❖ Monitor adherence to IT policy by users and staff.
	❖ Drafting report about calls resolved and problems encountered.

	❖ Installing and configuring 3G cards as well as Configuring Wireless connection. **BMC Remedy Call logging system** ❖ Incident and problem management ❖ User Follow-up ❖ Closing All Resolved Calls ❖ Reports ❖ Updating of the Service desk KPI
Reason for Leaving:	Contract Ended
Company:	**The Digital Academy (Gauteng)**
Company type:	Private Sector
Position:	Junior Software Developer (Intern)
Duration:	June 2020 – May 2021
Key responsibilities:	✓ Planning applications ✓ Learn how to adjust to different frameworks and language. ✓ Successfully generated front-end and back-end programming utilizing Mean stack: Angular+, TypeScript, HTML, CSS, Express js, Nest js and MongoDB to build web and mobile applications. ✓ Designed custom REST APIs built in Mongoose, Express js and Nest js ✓ Strongly used postman to test and monitor APIs. ✓ Used version control software (GIT) to track and test code, where I was working as a positive team member to code, design, and debug errors. ✓ Implemented UI/UX design and mock up application using AdobeXD ✓ Presenting applications in sprints to client
Reasons for leaving	Contract Ended

WORK AND CHARACTER REFERENCE	
Gijima Technology Holdings Themba Vilakazi (Team Leader in Desktop Support) Themba.Vilakazi@gijima.com Themba.Vilakazi@transnet.net 064 526 3462 010 449 5251	**Gauteng Department of Education** Jabulani Mathebula (Senior IT Support Technician/Mentor) Jabulani.Mathebula@gauteng.gov.za 078 840 0125 011 355 1270
Gauteng Department of Education Mpho Charlie (Server Administrator/Mentor) Mpho.Charlie@gauteng.gov.za 071 474 6022 011 355 0212	**The Digital Academy** Dylan Knevitt (Technical Manager**)** dylan@thedigitalacademy.co.za 083 782 8008 061 544 9366

The Digital Academy	CapaCiTi Tech Career Accelerator
Hardy Lutula (Technical Coordinator**)**	Oarabile Mogase (Talent Development Coordinator)
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