Prince Mpho Msimango

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An Alumni with practical experience in **Network Support Engineering**.
Passionate about both hardware and software aspects of networking, I enjoy using technology to solve real-world problems. With a strong foundation and proactive mindset, I'm eager to contribute to innovative projects and grow within the tech industry.

Education

JEPPE TECHNICAL COLLEGE :   *Feb 2022 - Nov 2022*
Matric certificate obtained

Richfield Graduate Institution of Technology: *Feb 2023 - Nov 2025*
Diploma Information Technology
69.7% overall

Experience

ECHO SERVICE PROVIDER   *Sept 2025 - present*
(**Junior Network Support Engineer**)

- Provide **first-line network support** by diagnosing and resolving connectivity issues and system performance issues with either hardware, software and network related issues
- Assist in **configuring** and **maintaining** network infrastructure and monitoring tools.
- Collaborate with technical teams to ensure **service quality**, **system stability** and high uptime for clients for both **routers and switches**
- **Document troubleshooting methods** and create detailed records to support an internal knowledge base.
- Support **Microsoft Office 265** applications (**Outlook, Teams and Sharepoint**)
- **Log, track, update** and **resolve** incidents and service requests via **ticketing system**.
- Basic understanding of networking concepts including **DNS**, **DHCP** and **IP addresses**
- Providing **desktop** and **laptop support**, troubleshooting break/fix issues, and assisting with application **installations** and **configurations**.

Core Skills

NETWORKING & SYSTEMS : **NETWORK BASICS (CISCO) / FORTINET CYBERSECURITY CERTIFICATIONS (NSE 1 / 2 / 3)**

- Diagnose and troubleshoot **connectivity**, **performance**, and **configuration** issues, understand key networking concepts**: IP addressing**, **routing**, **switching**, **firewalls**, experience working with **network monitoring tools** and **documenting** issue resolution.

<u>TOOLS AND COLLABORATION :</u>

- **Data Centre Operations & Troubleshooting:**
Volunteered in a large-scale data centre environment, performing **rack installation**, **switch deployment**, **structured cabling**, and basic **Layer 2 connectivity checks**. Assisted with **fault isolation** and **troubleshooting** to prevent branch network issues from impacting production services.

- **Firewall Deployment & Support (FortiGate):**
Assisted with on-site installation and initial configuration of a branch FortiGate firewall, supporting interface setup,   IP addressing, routing basics and firewall policy implementation. Ensured reliable branch connectivity and adherence to network security best practice.

Side Projects

- **FortGate 60F Firewall Configuration (NSE 4 Aligned)**
Configured a FortiGate 60F firewall in a lab/work-desk environment, implementing interface zoning, firewall polices, NAT, and basic security profiles. Applied access control, traffic filtering and policy rule validation in line with enterprise security and networking principles.

Certifications

- CISCO CERTIFICATION : **INTRODUCTION TO NETWORK BASICS**
- FORTINET CERTIFIED ASSOCIATE CYBERSECURITY (ID: 7336853044PM)
- FORTINET FUNDAMENTALS CYBERSECURITY (ID: 3627772277PM)

Reference

Radha Varre
Cluster Coordinator (Richfield Graduate Institute of Technology)
Principal | 061 429 3351

Mahonisani Ndlovu
Lecturer (Edvous) | 061 232 6041

Andile Melissa Luthuli
Colleague (Richfield Graduate Institute of Technology) | 068 235 1447