

# Tsakane-Itumeleng Shiburi

Systems Engineer

South African – 31 July

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OSS Support Engineer | Systems Engineer

## 1. ITIL (Information Technology Infrastructure Library)

### 1. Service Owner

1. Role responsibilities:
  1. The end-to-end delivery and performance of a specific IT service/s within an organization.
2. Acted as a single point of accountability for the service and work to ensure that it aligns with business needs and objectives.
3. Responsibilities included assisting to define service strategy and design, implementing service improvements, overseeing service performance, managing relationships with stakeholders and engaging in daily operations.
4. Collaborating with various teams to ensure that services are effectively delivered, maintained, and continuously improved.

### 2. System Owner

1. Role responsibilities:
  1. The overall management and accountability of a specific IT system/s or technology platform/s.
2. Ensured that the system/s meet the organization's requirements, aligns with its goals, and operate efficiently.
3. Roles often include, architecture decisions, configuration management, security, compliance, and life-cycle management.
4. Bottom line:
  1. To balance the system's capabilities, performance, and availability with the organization's needs.

## 2. TOGAF (The Open Group Architecture Framework)

### 1. Systems Engineer

1. Collaborating with stakeholders to understand business requirements and translate them into technical solutions.
2. Evaluating and selecting technology platforms, tools, and solutions that fit within the architecture's guidelines and standards.
3. Ensuring that the technical architecture supports scalability, performance, security, and other quality attributes.
4. Conducting regular reviews and assessments to ensure that the technical architecture remains effective and up to date.

## **2. Systems Administrator**

1. Installing, configuring, and maintaining hardware and software systems.
2. Managing user accounts, permissions, and access controls to ensure data security and compliance.
3. Monitoring system performance and taking proactive measures to address any issues or bottlenecks.
4. Troubleshooting technical problems and providing timely resolutions to minimize downtime.
5. Implementing backup and disaster recovery plans to ensure business continuity.
6. Collaborating with other IT teams and stakeholders to support the deployment and integration of new systems and technologies.
7. Keeping up to date with industry best practices and technological advancements to continuously improve system administration processes.

## **3. Agile (various models)**

### **1. L2/L3 Help-desk Support & Engineering**

1. Providing technical support and assistance to end-users and customers, particularly for resolving more complex issues that cannot be resolved at L1 and L2 help desks.
2. Collaborate with development teams to address software-related problems, identify root causes, and provide solutions.
3. Diagnosing and fixing technical issues, potentially requiring code changes or configuration adjustments.
4. Contribute to improving the overall quality of service by identifying recurring issues and working with development teams to prevent similar problems in the future.

### **2. Service Test/Analyst and Deployment Cycle Practitioner:**

1. Ensuring the quality and readiness of software releases for deployment to production or other environments.
2. Responsible for testing software components, features, or entire applications to verify their functionality, performance, and compatibility.
3. Participates in various testing activities, such as unit testing, integration testing, regression testing, and user acceptance testing (UAT).
4. Contributes to the team's ability to deliver high-quality services iteratively and frequently by identifying and addressing defects early in the development process.

**I have a passion for working with different types of technology and engaging with different types of people.**

- Solid background working with Windows, Linux, SQL, VM and other systems technologies.
- Extensive experience working within ITIL, Agile, Scrum and Scrum based -DevOps, mission critical, customer centric environments.
- Proven background within the I system ownership framework which includes change manage, administration, troubleshooting, development assistance, regression testing, deployment, report building, training and mentorship.

My career is based on the foundations of being able to learn, grasp and apply myself within the environments that work with dynamic information and complex system architecture, in application to the delivery of quality-based service to customers and stakeholders within of my role.

**Strengths:**

### **1. Diverse Technical Expertise:**

1. Proficient in various technologies, including Windows, Linux, SQL, VM, Cloud Services (AWS, Google Cloud, MS Azure), and LAMP Stack (Apache, SQL, PHP).

## 2. ITIL Certification:

1. Certified in ITIL, enabling effective service management, change management, and SLA management.

## 3. DevOps Skills:

1. Experienced in automation using tools like Ansible and Terraform, enhancing system efficiency and consistency.

## 4. Cloud Services Proficiency:

1. Skilled in working with cloud platforms such as AWS, Google Cloud, and MS Azure, facilitating scalable and flexible solutions.

## 5. Customer-Centric Approach:

1. Prioritizing customer satisfaction, ensuring quality-based service delivery to stakeholders.

## 6. Multilingual Skills:

1. Fluent in English, well-versed in several South African native languages, and quick to learn new languages.

## Work History

Company	Role	Duration
ASN Trading	System Engineer	2020 - Current
Amazon UK Customer Services	Apex Fraud Prevention Support	2018-2020 (2 years, 6 months)
GT Technologies RSA	Senior Support Engineer	2016 – 2017 (12 Months)
Cell C Service Provider RSA	OSS Support / System Engineer/ System Owner(ITIL)	2012 – 2015 (3 years 8 months)
Nokia-Siemens Telecoms RSA	Customer Support - MEA	2010 – 2012 (2 years)
SSE Energy – UK	District Manager / Team Driver	2009 – 2010 (1 year, 6 months)
Standard Chartered Bank RSA	Collections Support Agent	2007 – 2009 (2 years)
Siemens Carriers / Telecoms	Level -1 Technical Support	2003 – 2007 (4 years)

## Previous Roles and Responsibilities

### • 2020 – Current

- ASN Trading
  - Independent Contractor
  - Hybrid Systems Engineer
    1. Service Desk / Help-Desk Support – L2 / L3
    2. Linux & Windows Server and DB Support
    3. Networking and Application Support
    4. Provisioning, Configuration and Automation specialist

- **2018 – 2020**
  - Amazon UK Customer Services
    - Inbound Customer Service
    - Apex Fraud Prevention Champion within UK Services
  - 1. In bound Customer Services
    - 1. Telephone, email, chat support
- **2016 – 2017**
  - GT Technologies
    - Senior Systems Application Engineer in mission critical Agile Environment.
  - 1. Service Desk / Help-desk Customer Support
  - 2. Basic troubleshooting
  - 3. Change Request fulfilment
  - 4. Application Support Unix and MySQL DB
  - 5. OS and Oracle installations and configurations
  - 6. Test System Automation
  - 7. Manage high-availability interface
  - 8. Report writing:
    - 1. Daily Incident Reports
    - 2. Quarterly Capacity and performance reports
  - 9. Product Testing and Validation
  - 10. OS Release testing and validation
  - 11. Change Management
    - 1. Prepare SOW's
    - 2. Execute Changes
    - 3. Product and Rel. Deployments
    - 4. Post Deployment Testing
    - 5. Acceptance Testing
  - 12. SLA Management
  - 13. Customer communications
  - 14. Standby
- **2015 – 2016 (Short Contract)**
  - CW Solutions (*Liquidated*)
    - Database and Application Support Specialist
  - 1. Server Hardware installations and configurations
  - 2. Test and deploy CRM environment
  - 3. Provide off site and on-site software support on product suite
  - 4. Internal mail server maintenance
  - 5. Troubleshooting: Linux and Oracle DB
  - 6. Help-Desk: Incident management
  - 7. Regular backups of servers
  - 8. Support Development team

9. License inventory management
10. Administrate software updates, release and patches

- **2012 – 2015**

- Cell C

- 2<sup>nd</sup> & 3rd Level OSS and Systems Engineer / Systems Support (RAN) | Transmission

1. Application Support System Owner | NetAct | M2000
2. Help-desk / Service Desk Incident Management
3. Troubleshoot cluster
4. Assist with element and tool integration.
5. Support On-Site and Remote Users
6. Perform system analysis and report on findings
7. Draft monthly System performance Reports
8. Analyse daily incident Reports
9. Manage system processes
10. Manage system access and activity
11. OS Patch Testing
12. Test and validate OS patch Releases
13. Release deployments and post deployment testing
14. Prepare and execute backups (online and off-line)
15. Communicate with vendors
16. Attend SLA and management meetings
17. Standby duties

- **Detailed duties at Cell C**

1. Operations System Support Responsibilities
2. System maintenance, troubleshooting, solution sourcing, fix implementation.
3. Process automation, documentation and management

- **Server Administration**

1. HP Blade Server Administration
2. EMC large storage server administration
3. Server memory Server and health management
4. Server disk array management
5. Software and Hardware upgrades
6. Full Off-line/On-line, Ignite & Image Backups.

- **Application Cluster Support**

1. Application process health
2. Application update installation
3. User/s group/s security and policy enforcement
4. High Availability Package/Process Handling
5. Service Automation

- **Tool Support**
  1. Fault Management tool support
  2. Performance Management tool support
  3. Configuration Management tool Support
  4. Optimization tool Support
  5. Reporting suite tool support
  6. Microsoft GUIs and CITRIX xmotif tool Mediation level support
- **2010 – 2012**
  - Nokia Siemens Networks & Solutions
    - Customer Systems Engineer OBS/OSS Care MEA region | Billing Systems
  1. Ticket handling and escalations
  2. Remote support for regional customers
  3. Help-desk Incident Management and Reporting
  4. Troubleshoot problems reported by customers
  5. Analyse customer systems and report on findings and system performance
  6. Attend to on-site support requests by customers
  7. Standby duties
  8. Billing Systems Support
- **Remote Projects undertaken at Nokia**
  1. Vodacom - RSA
  2. Vodacom - Mozambique
  3. Cell C - RSA
  4. Net.One - Zimbabwe
  5. Telecel - Zimbabwe
  6. Airtel - Malawi
  7. Emtel Ltd. - Mauritius
  8. Airtel - Congo Brazzaville
- **On-site Projects undertaken at Nokia**
  1. Vodacom – Mozambique
  2. Cell C – RSA
- **Support Projects while at Nokia**
  1. Analyse system reports
  2. Create support tickets for L3 Support
  3. Troubleshoot any issues that arise or create support tickets for critical issues
  4. Optimize and Stabilize OSS system
  5. System patch, test & deploy
  6. Service integrations.
  7. Create daily incident reports on daily activities
  8. SLA Management
  9. Standby duties

## Education and Courses

### 1. Cloud services

1. AWS basics
2. Google cloud services
3. MS Azure

### 2. LAMP Stack

1. Apache
2. SQL
3. PHP and other apache dependencies

### 3. Setting up system admin servers

1. Firewalls – Pfsence
2. Grafana – A multi-platform open source analytics and interactive visualization web application.
3. Direct admin server setup and deploy
4. Server security

### 4. Virtualisation and Containers

7. Various HyperVisor Technologies
8. Docker – light & powerful OS level virtualisation that delivers packages in the form of Containers.
9. Nginx – A powerful web server that can also be used as a reverse proxy, load balancer, mail proxy and HTTP cache.
10. Redis – An in-memory data structure store, used as a distributed, in-memory key–value database, cache and message broker with optional capabilities.

### 5. Methodologies

2. LEAN 6 Sigma: Framework to improve performance by systematically removing waste and reducing variation
3. TOGAF : Framework that provides an approach for designing, planning, implementing, and governing an enterprise information technology architecture
4. ITIL: A series of practices in IT Service Management (ITSM) for aligning operations and services

### 2017 - ITIL V3

2. Service cycle management foundations. Service design and life cycle. Continual service improvement. Service transition. Service operation. Service design.
3. Project Management Essentials
  1. Project Objectives.
  2. Break down of Projects.
  3. Estimate and Schedule.
  4. Budgeting and resource allocation

5. Risk management.
6. Monitoring and Change mitigation

#### **2016 - Linux Essentials (LPI/II)**

2. Important Linux Distributions.
3. Bash/ Shell scripting.
4. Simple and Essential Commands.
5. Command Structure.
6. Networking.
7. File Directory management.
8. Space management.
9. Regular Exceptions.
10. Standard I/O and Filter Commands.
11. Reading and Writing Files.
12. Data Management.
13. File system, Archiving and file Compressing.
14. Job Scheduling

#### **2014 - Huawei M2000 Administration Essentials**

2. ATAE Cluster Server O&M System Administration.
3. Northbound Interface Introduction.
4. PRS System Overview.
5. PRS Security Management.
6. PRS Data Collection.
7. PRS Administration Tool.

#### **2010-2012**

##### **Nokia Training institute**

2. Billing Systems
3. Regional and Global Network Management
  1. Understanding Network Configuration Management Tool
  2. Understanding Network Optimization Management Tool
4. Service Provider Network Management
5. Multi-vendor, multi-device access control.
6. Fault Correction and Filtering.
7. End-to-End Provisioning and management.
8. Linux Essentials.
9. Process Control and Administration.
10. High-Level Interface management. User/Group Management.

#### **2010-2012 (continued)**

##### **Nokia Training Institute**

2. Network Engineering and Monitoring
3. Cisco Interconnected Devices.
4. Network Management.



5. Group Management.
6. High Availability Cluster Management.
7. Performance Monitoring.
8. Resource Management.
9. Interface Management.
10. Threshold Management.
11. Trend Identification.
12. Integration management
13. Change Management.
14. Communication Management.

## **2001 - Matric**

Cornwall Hill College

1. Senior Certificate
2. English. Afrikaans. Geography. History. Business Economics. Art.

## Technical Experience

### **System Administration**

1. Service Desk Support (level 2/3)
2. Remote Customer Support
3. Windows/ Windows Server
4. Linux Server Management
5. Hypervisors / VM Ware Suite Administration & Management
6. J2EE (Java) Cluster Server Management
7. Citrix Cluster Management
8. System backups & restore
9. Storage cluster management
10. System Troubleshoot
11. System patching
12. System/ service Testing cycle, regression testing & deployment

### **2. Cloud providers**

1. AWS
2. Google Cloud platform
3. MS Azure

### **3. Linux**

1. Shell Scripting / python scripting
2. Troubleshooting
3. Research
4. Job-Scheduling
5. Cluster process Administration

6. Patch/Release Testing/Validation, deployment & post-deployment management.
7. LAMP Stack – configuration, monitoring and service support
8. Configuration
9. User / Access Management

#### **4. Change management**

1. Change management practitioner
2. Service Desk / Help-Desk Support

#### **5. Application Support:**

1. Jira/ Remedy and Service Desk
2. Apache/TomCat/ DNS / Firewall
3. IBM Tivoli – user management console
4. Oracle Database Management
5. PL/SQL, MySQL.
6. Test, Validate
7. Deploy Oracle Database Administration
8. Database creation. Database Tuning and management
9. Backup and data Recovery.

#### **6. Technical Support.**

1. Data Integrity Management.
2. Data Migration Management.
3. Database Management.
4. User and access Management (AD/Ldap)

#### **7. Database Server Installations**

1. Install and Configure Database.
2. RBDMS Installation.
3. Database / data-table creation and maintenance
4. Grid Installations

#### **8. Customer Support**

1. On-site and Remote Customer Support
2. Service-Desk Ticket Handling
3. Service Level Management
4. Change management

#### **9. Configuration Management**

1. Ansible - An open-source suite that includes software provisioning, configuration management, and application deployment functionality.
2. Terraform – Is an open-source infrastructure-as-configuration software tool.

## **10. Monitoring**

1. Zabbix - Is an open-source software tool to monitor IT infrastructure such as networks, servers, virtual machines, and cloud services. Zabbix collects and displays basic metrics and may be used for the delivery of real-time events and alerts via webhooks, SMS, email and in-app notifications.
2. Lansweeper – Is an IT asset management solution that gathers hardware and software information of computers and other devices on a computer network for management, compliance and audit purposes.

## **11. Automation**

1. Python
2. Bash
3. Powershell

## **12. Front-End Support**

1. HTML
2. CSS
3. Java Scripting
4. Other front end tools

## **Other Technologies**

2G. 3G. UMTS. WCDMA. RNC. BSC. Network Security. Network Topology.

### **CONTACTABLE REFERENCES**

1. Available on request.