MAMPHO MONEATSE

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• **Permit:** Code 08 • **Marital Status:** Single

WEBSITE, PORTFOLIO, PROFILES

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PROFESSIONAL SUMMARY

Cover Page of Mampho Moneatse
A Server Engineer with 9 years experience with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives.

EDUCATION

No Degree : Information Technology
PluralSight - Google Africa Developer Scholarship
-Google Professional Cloud Architect

SKILLS

- Highly Professional
- Microsoft Windows and Office
- Verbal and Written Communication
- Issue and Resolution Tracking
- Interpersonal Skills
- Troubleshooting Network Issues
- Hardware and Software Repair
- Computer Diagnostics
- Organizational Skills
- Collaborative Team Player
- Technical Troubleshooting
- Attention to Detail
- Analytical and Methodical
- System Performance Assessment
- Active Listening
-
- Documentation Development
- Help Desk Support
- Microsoft Certification
- Resolving Problems and Incidents
- Software Evaluation
- MCTS Certification
- Hardware Evaluations
- LAN and WAN Assessment
- Network+ Certification
- Remote Technical Support
- Database Management
- System Configuration
- Computer System Diagnostics Software
- MySQL
- MCSA Certification

WORK HISTORY

Senior IT Infrastructure Engineer, 05/2022 to Current
PPS Insurance - Parktown, South Africa

Creating Azure Virtual Machines.
- Azure Active Directory
- Agile Methodologies
- Microsoft Office 365 Administration
- Exchange Online Administration
- Server checks and Administration

-Google Professional Cloud
Data Engineer
-Google Cloud Associate Cloud
Engineer
-Deploying Containerized
Workloads Using Google Cloud
Kubernetes Engine
-Hybrid Cloud Infrastructure
Foundations with Anthos
-Architecting with Google
Kubernetes Engine - Production
-Elastic Google Cloud
Infrastructure: Scaling and
Automation
-Creating and Administering
Google Cloud Spanner
Instances
-Foundations for Cloud
Architecture
-Data Analytics on Google
Cloud
-Elastic Google Cloud
Infrastructure: Scaling and
Automation
-Elastic Cloud Infrastructure:
Foundation
-Google Cloud Platform
Fundamentals-Core
Infrastructure
-Preparing for the Google Cloud
Associate Cloud Engineer Exam
-Architecting with Google
Kubernetes Engineer-
Foundations
-Essential Google Cloud
Infrastructure: Core Services

No Degree: Web Development
Navayuga Info Tech - India
• Certificate in Web
Development
• SQL Server
• C#
• Visual Studio
• .NET Framework
• Coding the Integrated Port
Management Systems for

- Disaster Recovery Tests
- Azure Microsoft Graph API
- Azure AD Risk Detection
- Azure Metrics on SQL servers and Virtual Machines
- Azure AD Risky users
- Azure AD Conditional Access
- Azure Management and Governance
- Network Security Groups
- System Centre Configuration Manager.
- SQL Reporting Services (SSRS)
- Windows Patching Remediation
- Infrastructure daily Checks & Monthly checks including reports
- SCCM Management Insights
- SCCM Site Status Monitoring
- SCCM Primary Site
- SCCM Component Status
- SCCM Client Dashboard
- SCCM Collections and rules
- SCCM Maintenance Windows
- SCCM Automatic Deployment Rules
- SQL Server Management Studio Queries
- SQL Server Backups and Failover for SCCM
- SCCM Cloud Distribution Point
- Creating and Managing Distribution Points in SCCM
- Creating Boundary Groups and Boundaries in SCCM
- SCCM Monthly Compliance Reports
- SCCM Security
- SCCM Assets and Compliance
- SCCM Software Library
- SCCM Monitoring
- SCCM Administration
- SCCM Hierarchy
- Package deployments via SCCM
- FortiGate Firewall Tunnels and Routing tables
- Azure Backup Centre.
- Azure Monitor
- Veeam Backup and Replication
- Azure Recovery Services Vaults
- Azure Database Migration Services
- Addressing Vulnerabilities in Azure and GCP detected by Nessus
- Azure Virtual Machines Scale Sets.
- Azure Shared Services
- Azure PowerBI Dashboards
- Cloud Management Gateway deployment and administration
- Tenant attach via SCCM and Intune
- Desktop Analytics
- Active Directory Federation Services
- Active Directory Domain Services clean-up and maintenance
- Multi Factor Authentication
- Azure Self Service Password Setup
- VMWare Hosts and Virtual Machine monitoring
- Domain Name Services
- Google Cloud Virtual Machines
- Azure Privilege Identity Management
- Identity and Access Management in Google Cloud Platform
- Azure Firewall
- Azure Load Balancers
- Azure Identity Protection
- Azure DNS

Transnet
• Building the Transnet
Integrated Port Management
System

Information Technology
Microsoft Partner University
• Windows Server 2016
Networking
• Azure for IT Pro Beginner
• Application Development in
Cloud Platform for Technical
• Windows Server 2016
Infrastructure and Management
• SharePoint Online
Administration
• Windows Server 2016
Virtualization

No Degree: Information
Technology
**Microsoft Learn AZ-900 And
AZ-104**

Information Technology,
12/2021
People Cert
ITIL Foundation Certificate in IT
Service Management

**Certificate in Information
Technology**: Information
Technology, 12/2013
**Boston City Campus and
Business College** -
Johannesburg
CompTIA A+
CompTIA N+
Window Server Active Directory
Windows Server Administrator
Windows 7, Configuring
Windows Server Network
Infrastructure
Business English
General Office Practice
Microsoft Word
Microsoft Word Advanced
Microsoft Excel

- Azure Resource Group and Subscriptions
- Azure Management Groups
- Azure SQL Virtual Machines
- Azure Key Vaults
- Azure Storage Accounts
- Azure MarketPlace
- Azure Bastions
- Azure Virtual Wide Area Network
- Checking Active Directory replication status via repl summary and repl/kcc
- Azure Virtual Network Peering
- Azure Firewall Manager
- Azure Virtual Networks
- Crowdstrike Coverage on Azure
- Azure Hub and Spoke Architecture
- Nessus Vulnerability Scanner
- Cloud Attach-Co management Microsoft Endpoint Manager(Intune)
- Server Administration
- Intune Security Baselines
- Patching QA\Dev and Production environments via SCCM
- Windows Server Update Services
- Patching Workstations Internet Information Services on SCCM servers
- VMWare administration and management Group Policy Objects
- Creating a GPO on the Domain Controller to install the SCCM client on servers and workstation that become domain joined
- Database Backups and Restores
- Azure DevOPs API's connections
- Azure Migrate
- Azure Web Apps for AD Authentication for Cloud Management Gateway
- Azure Site Recovery
- Azure Database Migration Services
- Monitoring Kubernetes instances in Google Cloud
- Removing old computers accounts in AD and SCCM
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-day duties accurately and efficiently.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Worked flexible hours; night, weekend, and holiday shifts in a hybrid environment
- Generating CMG Token is SCCM to install the SCCM client on Workgroup Servers and workstations
- Creating the SCCM Client bootstrap in Intune
- Azure File Sharing
- Azure Replication
- Azure Virtual Networking
- Azure AD Connect
- Fortigate Firewall rules and Tunnels
- Active Directory Certificate Services
- ZScaler implementation and Roll out using Azure Single Sign On and SCCM via SAML
- Managing Business as Usual calls(BAU) logged on JIRA anD Freshworks
- Azure Enterprise Applications
- Azure Private Links
- Azure Private DNS Zones
- Azure AD Security
- Azure Workbooks

Microsoft Excel Advanced
Microsoft Access
Microsoft PowerPoint

- Azure Service Health
- Intune Security Baselines
- Azure Network Watcher
- Azure Service Endpoints
- Azure Application Security Groups
- Azure Network Interfaces
- Azure Administrative Units
- Azure Log Analytics Workspace
- Azure Microsoft Defender for Cloud
- Azure Identity Secure Score
- Azure AD Named locations
- Google Cloud VPC
- Google Cloud IP Addresses
- Google Cloud VPC Peering
- Google Cloud Routes
- Google Cloud Firewall
- Google Cloud SQL
- Google Cloud Kurbenetes Clusters
- Google Cloud Services and Egress
- Google Cloud Virtual Machines
- Google Cloud Web Security Scans
- Google Cloud VPC Service Controls
- Google Cloud Cloud Storage
- Google Cloud Monitoring
- Google Cloud Network Security
- Google Cloud SSL Policies
- Google Cloud Network Services
- Google Cloud Load Balancing
- Google Cloud NAT

Senior Technical Support Officer, 01/2020 **to** 30 **April** 2022
Right ePharmacy - Centurion, South Africa

- Patched software and installed new versions to eliminate security problems and protect data.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Helped streamline repair processes and update procedures for support action consistency.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Veeam Backup and Replication
- Windows Server 2003/2008/2012/2016/2019 and 2022
- Project managing the implementation of of enterprise technology servers and systems

- Assembling Prescription Collection Unit(Collect&Go)
- Azure Administration on Azure Portal
- Monitoring the health of clusters and resources
- Configure a release pipeline in Azure DevOps Services that includes a build pipeline for CI;
- Protecting Azure Active Directory accounts against compromise.
- Azure resources.
- Deploying Docker containers on Azure
- Deploy Azure Kurbenetes clusters
- Securing Data against unauthorized access
- DNS/DHCP/GPO
- Active Directory File Services
- Veeam Backup and Replication
- Active Directory Certificate Services.
- SQL Server Administration
- Windows Updates on workstation and servers
- Active Directory Certificate Services on enterprise servers
- Backing Up Data and making it efficient to restore when needed.
- Configuring long-term archival storage to maintain corporate compliance.
- Installing,configuring and maintaining blade servers,storage systems,networking,Proliant servers.
- Creating bulk users accounts in Active Directory Managing Hypervisors e,g Hyper-V and Azure
- Powershell scripts and commands to automate tasks and change settings.
- Installing public and local certificates
- Virtual Clustering and troubleshooting with Hyper-V and Azure
- Business Continuity and disaster recovery methodologies and practice
- Pharmacy Dispensing Unit Support(PDU/ATM) support
- Supporting financial ERP Systems
- Active Directory Administration.
- Ensuring successful integration of different systems
- Hospitals and Clinic visits to repair PCU(Collect&Go)
- Disaster Recovery Planning and implementation
- IT Cyber Security and Risk management
- Database Backups and Administration
- Proactively monitor backups,server logs on PRTG.
- Resolving network issues.

- Fortigate Firewall administration
- Microsoft Azure Backup and Replication
- Azure Sentinel
- Azure Active Directory Multifactor Authentication
- Azure Disaster Recovery.
- Azure VPN and Express Route.
- Azure Security Center
- Azure VM availability sets.
- Azure APP services.
- Deploying and Configuring Azure Virtual Networks.
- Project managing the implementation
- Orchestrating Routing Paths, especially in a Hybrid Cloud.
- Managing Public and Private IP addresses for your VMs and selecting other Azure resources
- Uploaded new software, rolled out updates and applied patches to servers upon release to prevent threats from penetrating networks.
- • Managing and administering the Cloud Infrastructure Servers
  • Writing SQL Scripts e.g Schemas, tables and columns, Insert, Delete and Update.
  • Managing Internet Information Services application pools e.g. .NET Framework
- Robotics machines software and related issues
- Working on Pharmacy Dispensing Unit to fix hardware and software related queries.
  • Deploying REST.API on Prescription Collection Unit
- Azure Virtual Networking
- Azure Backup Site Recovery
- Encrypting data in transit, at rest, and in use.
  Protecting Azure Active Directory accounts against compromise.
- Reducing the attack surface of all your Azure resources.
- Securing Data against unauthorized access
  Backing Up Data and making it efficient to restore when needed.
- Configuring long-term archival storage to maintain corporate compliance.
- Azure Virtual Machines
- Azure Network Security Groups
  Azure Virtual Networking
  • Microsoft Azure Administration.
  • Creating Azure Cloud SQL Databases
  • Creating Azure VM

- Creating Azure Express Routes
- Creating SQL Queries

- Design, implement, configure, and maintain various Azure SaaS Cloud
Services such as Azure AD, AIP, ATP, ASR, CAS, EM+S, Teams, Intune, AAD
Connect, Exchange Online and O365.
- Deploy and maintain Azure IaaS Virtual Machines and Azure Applications
- Networking Services to support growth into the cloud.
- Optimize Azure buildouts for cost/performance (VM optimization, reserved instances
- Own the business relationship with Microsoft account team to ensure we are
taking advantage of all of Microsoft's training, sales support and other offerings.
- Recommend, develop, plan, manage, implement, and fully document IT
projects
- Identify improvements to IT documentation, network maps,processes/procedures and tickets
- Manage and respond to escalated client inquiries
- Research products and new technologies to increase efficiency of business and operations
- Managing and maintaining SQL databases
- Deploying Orchestration services
Working with application pools in Internet Information Services
Software
Testing for newly released versions for the Prescription Collection Units
- Managing Checkpoint Firewall Security Appliances for all sites.
- Creating Microsoft SQL Databases
- Backing up, Creating and managing InterSystems databases
- Managing Cloud Servers hosted at CipherWave Datacentre.
- Working on the ERX application for capturing patient information and Prescriptions.
- Servers and Network administration.
- Fixing Hardware and Software issues on Computers and Servers.
- Working with appsettings. json Inetpub setup using REST.API.
- SQL server Connection Strings
- Working with the BBD Software development by doing Quality Assurance(QA).
- Deploying new version rollouts for the Prescription Collection Unit Software
- IT Applications and Robotics support for MACH4 Robots that

dispense
medication on the Pharmacy Dispensing Unit.
• Cloud server's management and Support.
• Quality Assurance of new software releases
• Remote Desktop.
• PowerShell Scripts APIs Resolving issues when patients have
not received the One Time Pin for collecting medication by
checking the backend systems.
• Office 365 Administration Security Management Cloud Servers
Supporting
Soft phones for the Call Centre.
• Hyper-V Replication Setup and Management.
• Monitoring Backups.
• Creating and Managing SQL servers
• Backing up SQL Databases
• Security Management by monitoring Checkpoint Firewall
Appliance.

- • Setting up laptops and Desktops for the Call Centre
- Removed malware, ransomware and other threats from
  laptops and desktop systems.
- Maintained servers and systems to keep networks fully
  operational during peak periods.
- Collaborated with vendors to locate replacement components
  and resolve advanced problems.
- Configured hardware, devices and software to set up work
  stations for employees.
- Prepared a variety of different written communications, reports
  and documents to ensure smooth operations.
- MPLS
- Managing LAN,WAN and Wi-fi outages
- Desktop and laptop repairs
- Voip phone setup and administration

Senior IT Technician, 08/2019 to 12/2019
Click IT CC - Sandton, South Africa

Reason for leaving:It was a 6 months contract

- Performed complex mechanical alignments and calibration of
  equipment to quality standards.
- Determined maintenance requirements and assigned repairs of
  desktops,servers and laptops.
- Windows Server 2003,2008,2012,2016 and 2019 Administration.
- Microsoft Office 365 Admin Center
- Monitor and maintain the storage infrastructure HP 3Par, HP
  Nimble and MSA storage solutions, NetApp dealing with
  security updates, performance tuning, capacity forecasting,

- backup and replication.
- Management, maintenance, and support of data storage solutions, utilizing NetApp/Isilon/EMC Symmetrix/DMX/VMAX and Clariion arrays
- Monitor and maintain HP blade chassis with HP blades, again including performance analysis and firmware upgrades.
- Maintain and advise on the backup Infrastructure Commvault, Veeam.
- Physical engineering presence for installation of new infrastructure hardware and break fix of storage and compute.
- Provision and configuration of physical and virtual servers
- Maintenance of VMware Host Profiles and Patching.
- VMware Automation with vRealize Orchestrator and PowerCLI.
- Maintain development VDI environment VMware Horizon View.
- Plan, coordinate and upgrade components of the SAN/NAS/TSM as needed with software, hardware and microcode upgrades, Work with vendors as needed in this process.
- Repairing software issues on clients laptops,desktops and servers.
- HP and DELL server support and maintenance
- Monitoring WAN,LAN and Wi-fi outages and log calls with Internet Service Provider.
- Managing EST Console for Client endpoints
- Firewall administration and management
- Managing Client Backups on Veeam and Acronis Consoles.
- Diagnosed problems with machines by applying technical knowledge and troubleshooting skills.
- Completed preventive maintenance on set schedules.
- Realigned production plans to boost productivity without dramatically increasing costs.
- Developed corrective action plans and prevention strategies to improve product reliability.
- Disaster Recovery and Planning
- Performed evaluations of equipment performance to optimize productivity.
- Installed new systems and parts with efficient approach.
- Conducted tests of components and systems to evaluate performance and identify concerns.
- Repaired components, systems and machines to control costs.
- Implemented, configured and optimized safety standards.
- Server Administrator
- IT Cyber Security and Risk Management

- IT Remote Support for all IT related issues.
- Software Define Networking.
- Server Support and Administration
- Microsoft SharePoint Administration.
- Managing and implementing Customer Relationship Management.
- Administration of Azure Cloud Computing.
- Setting up Virtual Networking.
- Developing and maintaining Standard Operating Procedures for relevant servers and systems.
- Setting up Virtual Machines on Hyper-V
- Setting up and Administration of Fortigate,Checkpoint and Edian Firewall.
- Remote Desktop Manager using macros
- Acronis Backup and Replication.
- ESET Remote Administrator Web Console
  Change control Policy on any changes.
- Making recommendations to the IT Manager on budget items.
- Ensuring Cloud Servers are working and tested on Azure cloud infrastructure
- Microsoft Office 365 Admin Centre
- DHCP,DNS and GPO
- Microsoft Hyper-V Backup and Replication
- Logging network outage calls with ISP
- Desktop and laptop support
- Microsoft Exchange Administration.
- IPSec Virtual Private Networks
- Acronis Backup and Replication
- MAC Address Filtering
- Active Directory Administration.
- Microsoft SQL Database Administration.
- Cyber Security.
- Disaster Recovery implementation.
  Proactive monitoring of backups
  PowerShell Scripting to automate tasks.
  Event Viewer monitoring
  System Maintenance e.g Server Cleanup,Windows updates and Antivirus definitions.
  Helpdesk using Autotask.
  Printer setup and support.
  Veeam Backup and Replication.
  Windows Services Updates Server.
  Microsoft Exchange Administration.

Internet Information Services.
Microsoft SharePoint Administration.
VMWare Administration.
Group Policy Objects.
Files Storage Services
Network Attached Storage
Domains
G-Suite Administration.
Virtual Private Networks.
Infrastructure as a service.
Platform as a Service.
Software as a Service.
Software Defined Networking.
Switching Protocols.
VLANS
SharePoint Administration.
Routing Protocols.
Dell Storage Services.
IDRAC
Installing local and public certificates on servers
VMWare ESXi administration
Hosting and Domains.

- ITIL Standards
- Change Control
- • Windows Server Administration
  • FortiGate Firewall
  • Proactively maintain and develop all Linux infrastructure technology to
  maintain a 24x7x365 uptime service.
  • Engineering of systems administration-related solutions for various project
  and operational needs
  • Maintain best practices on managing systems and services across all
  environments.
  • Fault finding, analysis and of logging information for reporting of
  performance exceptions.
  • manage software, hardware and system on a Linux server.
  • Network monitoring and server maintenance on Linux servers.
  • Scripting, and process automation on Linux
  • Proactively monitoring system performance and capacity planning
  • Manage, coordinate, and implement software upgrades, patches, hot fixes
  on servers, workstations, and network hardware.

- Create and modify scripts or applications to perform tasks.
- Provide input on ways to improve the stability, security, efficiency, and
scalability of the environment.
- Collaborate with other teams and team members to develop automation
strategies and deployment processes.
- Edian Firewall Administration
- Remote Desktop Manager
- Acronis Backup and Replication
- ESET Remote Administrator Web Console

- Pro-Active Maintenance
- Microsoft SharePoint
- Microsoft Office 365 Admin Centre
- Microsoft Hyper-V Backup and Replication
- Logging network outage calls with Internet Service Provider
- Desktop and laptop support
- Microsoft Exchange Administration.
- IPSec Virtual Private Networks
- Acronis Backup and Replication
- MAC Address Filtering
- Active Directory Administration.
- Microsoft SQL Database Administration.
- Cyber Security.
- Anti-Virus deployment and administration
- Disaster Recovery
- Cloud Computing
- Networking Solutions
- PowerShell Scripting
- Event Viewer monitoring
- System Maintenance e.g Server Clean-up, Windows updates and
Antivirus definitions.
- Helpdesk using Autotask.
- Printer setup and support.
- Veeam Backup and Replication.

Senior Information Technology Engineer, 09/2018 to 08/2019
Mitakyo ICT Solutions - Randburg, South Africa

Reason for leaving:It was a 12 months contract

- Developed and maintained courteous and effective working relationships.
- Carried out day-day-day duties accurately and efficiently.
- Adhered to social distancing protocols and wore mask or face shield.

- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Identified issues, analyzed information and provided solutions to problems.
- Oversaw daily operations to ensure high levels of productivity.
- Windows Server administration and Support
  - Laptop and Desktop support and setup
  - VMWare Management and administration
  - Sangoma PBX Setup and administration
  - Printer repairs and maintenance
  - SLA Management
  - Nakivo Backup and replication
  - Remote support using Remote Desktop Services
  - Pulling reports on Dashboards using PowerBI
  - Archiving the SQL DB.
  - Installation and Configuration of SQL Server and Studio Management
  - Office 356 Management and Administration
  - Checkpoint Firewall setup and Maintenance
  - 3CX Phone System
  - Workstation Disk clean-up and error resolution
  - Common workstation applications installation and support
  - Active Directory Domain Services
  - Domain Name Systems
  - Dynamic Host Configuration Protocol
  - Website maintenance and updates
  - Virtualization
  - Networking
  - Remote Desktop Manager to Manage all clients passwords using Macros
  - Hyper-V Replication and Deployment
  - Assembling Desktops
  - Housekeeping the Workshop
  - Server Maintenance and Administration
  - SQL Server Administration
  - Checking the event viewer for alerts
  - Powershell scripts deployment
  - DHCP Reservations and DHCP Failover
  - MAC Address filtering
  - Microsoft Office 365 Admin Centre
  - Acronis Cloud Backups
  - Arcserve Backups
  - Veeam backups
  - Eset Console

- Endian Firewall
- Fortigate Firewall
- Remote support with TeamViewer
- C-Panel WHM Management
- Google Cloud(G-Suite)
- Desktop and Laptop repairs
- Setting up routers
- Windows Server Setup and Maintenance
- manage software, hardware and system on a Linux server.
- Network monitoring and server maintenance on Linux servers.
- Scripting, and process automation on Linux
- Creating Firewall rules on Checkpoint Firewall Appliance
- Active Directory users and computers administration
- Managing servers at the Hetzner DataCenter
- SLA Site Management
- Installing Debian servers
- Proactively maintain and develop all Linux infrastructure technology to
maintain a 24x7x365 uptime service.
- Engineering of systems administration-related solutions for various project
and operational needs
- Maintain best practices on managing systems and services across all
environments.
- Fault finding, analysis and of logging information for reporting of
performance exceptions.
- Proactively monitoring system performance and capacity planning
- Manage, coordinate, and implement software upgrades, patches, hot fixes
on servers, workstations, and network hardware.
- Create and modify scripts or applications to perform tasks.
- Provide input on ways to improve the stability, security, efficiency, and
scalability of the environment.
- Collaborate with other teams and team members to develop automation
strategies and deployment processes.
- Windows Server Update Services
- Managing accounts on Domains.co.za
- Group Policy Objects
- Printer Repairs on Ricoh and Kyocera.
- Active Directory Domain Services
- Active Directory Federation Services

- Device List Management
- SQL server Administration.
- SQL Server Backups
- Creating, reading, updating and deleting SQL server tables.
- Creating SQL Schema.
- Store Procedures.
- SQL Server Management Studio Installation.
- Azure Cloud Management
- Data Recovery
- Cloud Services
- Proactive Maintenance
- All IT related issues for customers.
- Ricoh and Kyocera Printer maintenance and repairs.
- VMWare Sphere and VMWare Client.

Desktop IT Engineer, 09/2017 to 08/2018
Transnet Engineering CSIR - Pretoria

Reason for leaving:It was a 12 months contract

- Used coordination and planning skills to achieve results according to schedule.
- Maintained energy and enthusiasm in fast-paced environment.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Active Directory users and Computers administration.
  Group Policies Objects.
  Internet Information Services setup.
  Provisioning Virtual Machines.
  DataCenter Server Administration(Internet Solutions)
  Active Directory Domains and Trust
  DrayTek setup and management
  Dyndns management
  Remote Desktop Connection
  Teamviewer remote support
  AnyDesk remote support
  Creating Firewall rules
  Acronis backup and administration
  Windows server backup
  Swamping backup drives at client sites.
  Onsite support for all IT related queries.
  Hosted Exchange
  VMWare ESXI Administration.
  CentOS 7 Installations
  VMWare image snapshots
  Migrating Domains and Websites to Internet Solutions
  DataCenter
  DHCP Server Administration

DNS Server
Storage Server
NFS Server Setup
SQL Servers Databases Management
File Server Management
Failover Clustering
Remote Desktop Protocol
Active Directory Domain Services management
Object Access Audit
Basic File Sharing
iSCSI Targets
iSCSI initiators
Group Policy Object
Active Directory Administrative Centre
All user IT related issues
Video conferencing
G4S Access Control Systems
Adding users to the domain
Printer Setup
New laptop and desktop setup
Server Monitoring(Exchange, Internet Information Services, Active Directory
Microsoft Office Applications
Anti Virus deployment
Repairing all applications.
SQL Server report monitoring
Macintosh Repairs
Reloading Windows 7,8,8.1 and 10.
Internet explorer and Google Chrome content settings.
Disabling Pop up blockers.
Desktop and Laptop repairs.
Printer setup and support.
SAP system administration(setup and password reset).
Manage and respond to escalated client inquiries
Keep all tickets and projects updated and track time in a detailed format
Identify improvements to IT documentation, network maps, processes/procedures, and tickets

- • Microsoft Office Applications
  • Anti-Virus deployment
  • Repairing all applications.
  • SQL Server report monitoring
  • Macintosh Repairs
  • Reloading Windows 7,8,8.1 and 10.
  • Internet explorer and Google Chrome content settings.
  • Disabling Pop up blockers.

- Desktop and Laptop repairs.
- Managing audio, video and conferencing for all meetings.
- Wi-Fi router setup and installations
- Hyper-V Administration
- Increased customer satisfaction by resolving issues

Customer Interaction Centre Support Engineer, 09/2016 to 08/2017
T-Systems South Africa

Reason for leaving:It was a 12 months contract

- Remotely assisting Transnet users with IT related issues - Logging tickets -Domain password reset -SAP Password reset and application custom settings -Remotely adding printers - Mainframe password reset -Outlook setup and repairs - Repairing programs and files -Domain, Email,Internet application calls for users
- Internet options
- Drivers installation -Microsoft Office repair -Any IT related issue resolvable on the phone and remotely
- SLA -Creating user accounts on Active Directory
- Network and sharing Centre configurations -Logging calls to Neotel regarding Network issues -Logging calls to Business Connexion regarding printer issues
- Applying for services for Transnet users

IT Support Engineer, 05/2016 to 08/2016
Custom Cut IT Solutions - Randburg, South Africa

Reason for leaving:The salary was too low

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided documentation on start-up, shut down and first-level troubleshooting of technical processes to support desk staff.
- Evaluated and responded to incoming sales leads and requests for technical support assistance.
- Maintained familiarity with API and authentication mechanisms for supported products.
- Monitored systems in operation and input commands to troubleshoot areas.
- Offered troubleshooting of connectivity issues across networks such as Wi-Fi, cellular and WAN
- Provided support for networking protocols and characteristics.
- Provided replacement files to customers missing data, media

files, and software components.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Documented transactions and support interactions in system for future reference and addition to knowledge base.
- Submitted service tickets for equipment maintenance requests.
- Managing servers remotely using remote desktop connection. Monitoring and reporting on client server using Panopta server monitoring
Monitoring Cyberoam for client wan links.
Installation of computers and repairs.
VMware client management and Veeam backup and replication management for client backups.
Setting up ADSL routers to unrestricted VPN.
Telkom data usage monitoring and recharging for client ADSL lines.
Invoices, quotes and purchase capturing on zero accounting for internal and client's invoices.
Testing printers and other peripherals.
House keeping the workshop.
Remote and helpdesk support for client related queries.
ESXI Bare Metal Hypervisor Management
Integrated Dell Remote Access Lifecycle (IDRAC) Management.
VMWARE Sphere Client.
Windows Server Backup.
Mimecast Administration for client accounts.
Documentation.
Panopta reports
Edian accounting software
Google Apps
Microsoft Office 365 deployment and administration
Webroot installation and monitoring
Email setup and Support
Desktop and Laptops.
Printer Setup.

Workshop IT Technician, 07/2013 to 12/2015
IT Evolution CC - Randburg

Reason for leaving:I went to study web development in India with Navayuga Info Tech

- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Completed paperwork, recognizing discrepancies and

promptly addressing for resolution.

- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Diagnosis of desktops, applications, laptops networking and infrastructure issues.
Assembling Desktops and New Laptop Setup
Running Windows Updates.
UPS Battery Changing
Server Rollouts and Deployment
Troubleshooting PC issues
Providing 1st/2nd Line Support to Clients.
Housekeeping the Workshop
Blowing Out Computers
Printer repairs and maintenance
Changing Hard Drives, Ram, CPU, Graphics Cards, Power Supply Unit Etc.
Changing Laptop Screens and Other Internal Components
Installation and Support of Telecommunication Equipment.
Maintaining A Log of All Problems Detected and System Backups.
Responsible for Maintaining Backups and for Project Work Such as New Builds.
Responsible for Supporting: Windows XP/Vista/Windows 7/8, 8.1 And Windows 10.
Microsoft Office 2003 And 2007, 2010, 2013. Windows Server, Small Business Server 2003/2008,2012,2012 R2 Active Directory Management Server/Windows Mobile, Backup Products, Anti-Virus Products e.g. Bitdefender, ESET Nod, Kaspersky, Malwarebytes.
Windows Defender, DNS/DHCP, TCP/IP, Ethernet, Wireless Router and Firewall Configurations, Windows Deployment Server, WSUS, Installing and Configuring SQL Server,3g Dongles, Testing Equipment. Back Up, Format and Reloading E.G Pulling License Keys for Windows, Office and Outlook.
System Center Configuration Manager
Configuration of Routers, Wireless Access Points and Switches.
Installing Microsoft Office 365
Configuring Group Policy Objects
Service Level Agreement of laptop and desktop servicing.
Going onsite to assist clients with their networks and computers.
DNS, DHCP, Load balancing
Microsoft Exchange Server
full system images and cloning using Seagate Disk Wizard and Acronis.
Printer setup, testing and repairs.

- Microsoft Exchange Deployment and Administration
- Failover Clustering using Hyper -V
- VMWare ESXI

CERTIFICATIONS

ITIL Foundation
Google Cloud
Microsoft Azure Fundamentals AZ900
Microsoft Certified Technology Specialist
Microsoft Certified Professional
Certificate in Information Technology
Certificate in Web Development

LANGUAGES

English

Advanced (C1)