

Nyakallo Dolamo

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Professional Summary

Entry-Level IT Support enthusiast with a strong passion for technology, networking, and customer service. Currently studying for the **CCNA certification**, eager to apply knowledge in a professional setting. Enthusiastic about troubleshooting technical issues, assisting users, and contributing to a dynamic IT team. Quick learner with excellent problem-solving skills and a commitment to continuous improvement.

Technical Skills:

- Operating Systems: Windows 10/11, Linux (Ubuntu, Kali)
- Networking: TCP/IP, DNS, DHCP, VPN, Basic Routing & Switching

- Cloud Computing: Microsoft Azure Fundamentals
- Hardware: PC Assembly, Troubleshooting, Peripheral Setup
- Software: Microsoft Office 365, Remote Desktop Tools
- Security: Basic Firewall Configuration, Antivirus Management
- Scripting: Basic PowerShell, Command Line (CMD, Bash)
- Help Desk: Familiar with Ticketing Systems (Jira, ServiceNow)

Education

Grade 12

Reitumetse School, Gauteng, South Africa

Year of Completion: 2023

Currently Studying: CCNA (Cisco Certified Network Associate)

Expected Completion: In Progress

Certifications

- **Microsoft Azure Fundamentals**

- **IT Support Certificate – Coursera**
- **CCNA (Cisco Certified Network Associate) – In Progress**

Projects & Learning Experience

Home Network Setup & Troubleshooting

- Configured a small home network, including router setup, Wi-Fi optimization, and basic security measures.
- Practiced troubleshooting connectivity issues and improving network performance.

Virtual Lab Work (Packet Tracer & TryHackMe)

- Gaining hands-on experience with network configurations, security concepts, and troubleshooting techniques.
- Simulating real-world IT scenarios to build problem-solving skills.

Soft Skills

- ✓ Strong Troubleshooting & Problem-Solving
- ✓ Excellent Communication & Customer Service
- ✓ Team Collaboration & Time Management

✓ Adaptability & Quick Learning

✓ Attention to Detail & Documentation

Additional Information

- Passionate about cybersecurity, networking, and cloud technologies.
- Actively participating in online IT communities and forums.
- Seeking an **entry-level IT support position** to gain hands-on experience.

References:

Karabo Dolamo

Occupation: CyberSecOps Engineer

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