

MTHUTHUKI NKOMO
FLAT 198, 2020 HOUSE, LEEDS, LS7 1BF
PASSPORT NUMBER: **CN128044**
UK BIOMETRICS RESIDENCE PERMIT NUMBER: **RH0202820**
DRIVING LICENCE: **FULL UK LICENCE**
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EMAIL: mthuenkomo@yahoo.com
AVAILABILITY: IMMEDIATE

PERSONAL PROFILE

Apart from being an enthusiastic, professional, dedicated and results-driven IT Engineer, I also enjoy being part of a successful and productive team. I am quick to grasp new concepts and ideas as well as developing innovative and creative solutions to problems. I have the ability to work well on own initiative and I can demonstrate high levels of motivation required to meet the tightest of deadlines. Even under significant pressure, I have a strong ability to perform effectively. I have good leadership skills which I have come to realise and showcase even more on my current assignment at Johnson and Johnson where I have taken ownership of tasks assigned to my team and championed them to completion. (NB* My references at Johnson and Johnson listed on the last page of my CV can attest to that and more)

OBJECTIVE

I am looking to build on extensive range of technical skills within a suitably challenging role and keen to achieve further professional development. I intend on undertaking more of the CISCO, Microsoft and COMPTIA international examinations.

CAREER SUMMARY

JUN 2018 – PRESENT

DEPUY SYNTHESIS (JOHNSON AND JOHNSON) UK Level 2 Senior Desktop Engineer

- | | | |
|--|---|---|
| ➤ Active Directory | > | Iris Ticket and Incidents Service Management |
| ➤ Laptop Repairs and Upgrades | > | VOIP Cisco and Avaya phone setup and support |
| ➤ Asset stock and Inventory Management | > | Meeting/conference room setup and configuration |
| ➤ Network Configuration | > | Server Tape Backup Management /Support |
| ➤ New user laptop setup and handover | > | Data migration and restoration |
| ➤ Windows 7 and Windows 10 Support | > | Office 365 installation and Support |
| ➤ Skype for business support | > | BAU |
| ➤ Network printer configuration and network drives mapping | > | |
| ➤ Windows 10 migration, refreshes and roll outs | > | Training New Colleagues |
| ➤ Network printer configuration | > | VIP ticket management and Support |
| ➤ Good knowledge of Bitlocker Drive Encryption and related processes | > | |

APR 2018 – MAY 2018

BUSINESS CONNEXION (TELKOM) 1ST Line Customer Engineer

- Active Directory Password Resets and profile creation
- Training on ITSM (IT Service Manager) Interface to log and attend to call tickets
- Training on (Ignite) Interface to receive emails and call tickets
- The training entailed supporting over 20 client companies both locally and internationally

RESIGNED FROM THE POST. I HAD TO MIGRATE TO THE UK

MAR 2009 – MAY 2017

ADVOCATE SOLUTIONS (PTY) LTD (DIMENSION DATA/DEPARTMENT OF JUSTICE) IT Support Engineer

- | | | |
|--|---|--|
| ➤ Server maintenance | > | Network troubleshooting and maintenance |
| ➤ Performing and compiling daily health checks on the server (DALET storage device) | > | |
| ➤ Ensuring all DALET software automated processes | > | |
| ➤ Ensuring the court house and recorders are fully functional | > | |
| ➤ Performing first line support on DCRS (Digital Court Recording System) equipment | > | |
| ➤ Keeping an updated asset register of all equipments installed in court | > | |
| ➤ Successfully maintaining the smooth running of the site | > | |
| ➤ Hardware and software installation and configuration | > | |
| ➤ Worked with CISCO switches and APs (Access Points) | > | |
| ➤ Court case retrievals | > | Courtroom reinstallations |
| ➤ Providing remote technical support to users and onsite/mobile engineers telephonically | > | |
| ➤ Logging calls and attending to tickets logged on the (RADICAL software platform) to meet the SLA | > | |
| ➤ Training interns and new technicians for deployment on site | > | |
| ➤ Providing 1 st and 2 nd Line Technical Support | > | Laptop diagnostics, repairs and upgrades |

PROJECT ENDED. COMPANY HAD TO RETRENCH EMPLOYEES – MAY 2017

**FEB 2008 – MAR 2009 PROJECT LINE cc (DIMENSION DATA/DEPARTMENT OF JUSTICE)
IT Support Engineer**

- Performed similar duties as the above stated save for the hardware installation.

****PROJECT LINE cc MERGED WITH ADVOCATE SOLUTIONS (PTY) LTD****

**NOV 2007- JAN 2008 LUVIAL CONTACT CENTRE
Telesales/Support Agent**

- Cold calling clients
- Selling Vodacom contracts (phones)
- > Selling Bayport loans

**AUG 2007 – SEP 2007 MTHOMBO IT SERVICES (M-IT) (DEPARTMENT OF EDUCATION)
Installation Technician**

- Network troubleshooting
- Antivirus installation
- > Quality control on workstations
- > Updating virus definitions

**JAN 2007 – AUG 2007 ADVOCATE SOLUTIONS (PTY) LTD
Deployment Cable Technician**

- Configuring recorders (computers) for court installations
- DALET software installation and upgrading
- Configuring mixers and microphones that connect to the mixer
- Installed recorders in courts in many parts of South Africa
- > Court case files backup

**JAN 2006 – NOV 2006 SOLUTION YK DATA TECHNOLOGIES
PC Technician**

- Assembling computers
- Work station configurations and software installations
- Diagnosing and troubleshooting of PCs
- Computer sales
- > Upgrading computers
- > Technical support to clients
- > PC consumables and accessories sales

EDUCATION AND QUALIFICATIONS

PROFESSIONAL DEVELOPMENT:

CURRENT VENTURE: ITIL AND ICND1 100-101 & ICND2 200-101 (CCNA)

**2007 CORNERSTONE HR
CALL CENTRE ADMINISTRATION CERTIFICATE
17th Floor, Metro Building, 6 Plein Street, Johannesburg**

- Inbound Call Management
- Debt collection
- Outbound Call Management
- Computer training

**2006 SOLUTION YK COMPUTER TRAINING
N+ CERTIFICATION
Suite 303, 3rd floor Sheffield House, 29 Kruis Street Cnr Main Street, Johannesburg**

- Introduction to networking
- Network protocols
- Networking media
- Remote connectivity
- TCP/IP and the internet
- Networking standards and the OSI model
- Network architecture
- Networking hardware
- Windows 2000 and windows NT
- Network security

**2005 EDUCON BUSINESS COLLEGE
A+ DIPLOMA
Braamfontein, Johannesburg**

- Installation
- Diagnosing and troubleshooting
- Printers
- Basic networking
- Configuration and upgrading
- Preventative maintenance
- OS Fundamentals

**2002 ITEAM COLLEGE
COMPUTER LITERACY CERTIFICATE
Bulawayo, Zimbabwe**

- Microsoft word 2000
- Microsoft PowerPoint 2000
- MS DOS
- Microsoft excel 2000
- Microsoft access 2000

JAN 2002 – DEC 2002

**iTEAM COLLEGE
COMPUTER LITERACY CERTIFICATE**
Bulawayo, Zimbabwe

➤ A+ Certification (COMPTIA)

➤ N+ Certification (COMPTIA)

****COULD NOT SIT FOR THE INTERNATIONAL COMPTIA EXAMS AT THE TIME. POLITICALLY DRIVEN****

HIGH SCHOOL EDUCATION:

YEAR 2000

**MPOPOMA HIGH SCHOOL
O'LEVEL (MATRIC)**
Bulawayo, Zimbabwe

"CERTIFICATES AVAILABLE ON REQUEST TO SUBSTANTIATE THE AFORE STATED QUALIFICATIONS"

PERSONAL DETAILS

DATE OF BIRTH: June 17, 1984

SEX: Male

NATIONALITY: Zimbabwean

LANGUAGES: English, Ndebele, Zulu, Xhosa, Swati, Tshwana, Sotho

INTERESTS: Currently include, but not limited to: Travelling, Football, Reading, Cyber Security

MOBILITY: Own reliable transport

REFERENCES

✓ **Depuy Synthesis (Johnson & Johnson) UK**
Richard Gould (Regional Director)
Tel: +44 813553157 / +44 1494658854
Mob: +44 7584 269585

Jason Town (Service Delivery Manager)
Mob: +44 7392866141
Tel: +353 214914567

✓ **Advocate Solutions (PTY) LTD**
Frank D. Beckett (MD)
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✓ **Advocate Solutions (PTY) LTD**
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✓ **Mthombo IT Services (M-IT)**
Charmaine Botha (National Sales Manager)
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✓ **Luvial Contact Centre**
Parshon (Supervisor)
Cell: +27 72 908 1877

✓ **Educon Business College**
1st Floor Diamond House
35 Melle Street
Braamfontein
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✓ **Business Connexion (Telkom)**
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✓ **Advocate Solutions (PTY) LTD**
Estie Du Preez (National Operations Manager)
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✓ **Solution YK Data Technologies**
Mr. Youssof Adams (Director)
Tel: (+2711) 331 0421
Cell: +2783 474 8556

✓ **Project Line CC**
(PLEASE SEE FRANK BECKETT)

✓ **Solution YK Computer Training**
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