**Mohale** **Nephthali Ntoa**  **Network Engineer**

21 Meadows Str | [ntatemohale9@gmail.com](mailto:ntatemohale9@gmail.com) | Cell no: 0764958902

**Professional Summary**

Detail-oriented security guard transitioning to IT, leveraging self-taught skills in web design (HTML, CSS), advanced proficiency in MS OS, and intermediate knowledge of macOS and Linux. Familiar with SQL basics, MS Azure, and ServiceNow, along with strong troubleshooting abilities. Eager to apply my technical expertise and a disciplined work ethic across the IT industry.

**Technical Skills**

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| --- | --- | --- |
| * Network Services & Protocols | * Firewall & Security | * Collaboration |
| * Troubleshooting | * Wireless Networking | * System Monitoring & Troubleshooting |
| * Network Configuration & Management | * Terminal & Command-Line Tools | * HTML Structure |
| * IP Addressing | * Documentation & Best Practices | * Semantic HTML |
| * Forms & Inputs | * Media Integration | * Links & Navigation |
| * Selectors & Properties | * Box Model | * Flexbox & Grid |
| * Responsive Design | * Typography | * File Sharing & Collaboration |
| * Integration with Enterprise Services | * Remote Work Capabilities | * Backup & Recovery |
| * Routing & Switching | * Scripting & Automation | * Load Balancing & Management |
| * Azure Networking Fundamentals | * Connectivity Solutions | * Database Concepts |
| * Monitoring & Diagnostics | * Hybrid Networking | * Routing & Peering |
| * Understanding ServiceNow Basics | * Incident Management | * Service Catalog & Request Fulfillment |
| * Problem & Change Management | * Knowledge Management | * Reporting & Dashboard |
| * User Management | * Service Level Management | * SQL Basics |
| * Basic SQL Commands | * Data Types | * Indexing |
| * Normalization | * Transactions | * Performance Tuning |
| * Stored Procedures & Triggers | * Reporting & Data Analysis | * Continuous Learning |

**Experience**

Hizone Security Services – April 2023 up to date

1. CCTV Surveillance Management:

* Monitor live CCTV feeds
* Review recorded footage as needed
* Conduct regular check on camera functionality

1. Access Control Oversight:

* Manage the biometric access control system, including the enrollment and deactivation of employee access
* Ensure that access logs are maintained and monitored
* Conduct regular audits of access control systems

1. Incident Response:

* Respond to security incidents or alarms
* Collaborate with law enforcement and emergency services
* Maintain incidents reports and follow-up investigations

1. Emergency Preparedness:

* Develop and implement emergency response plans
* Conduct regular training sessions for staff on emergency protocols
* Coordinate fire drills and safety inspections

1. Environmental Monitoring:

* Oversee the operation of water detection system, ensuring quick response to any leaks
* Monitor fire detection systems and ensure they are functioning properly

1. Staff Training and Awareness:

* Provide training to call center staff on security protocols and procedures
* Raise awareness of potential security risks and promote a culture of safety

1. Reporting and Documentation:

* Prepare and submit daily, weekly, and monthly security reports to management
* Document all incidents, investigations, and actions taken in a clear and organized manner

1. Collaboration with Facilities Management:

* Work closely with the Facilities Manager to ensure that security measures align with overall building management strategies
* Participate in regular security assessments and updates to security systems

1. Technology Management:

* Stay updated on the latest security technologies and best practices
* Collaborate with IT to ensure cybersecurity measures are in place, especially related to the security systems used

1. Customer Service:

* Provide assistance and support to staff and visitors, addressing their security concerns in a professional manner
* Foster a friendly and approachable security presence throughout the building

**Education**

University of South Africa

Computer Networks

**References**

HR Manager: Leandi Engelbrecht

Tel no: 0118672332