

# SIPHO CEDRIC DLAMINI

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## Objective

Results-driven IT graduate with a solid foundation in technical support and website development, equipped with strong communication and problem-solving skills. Seeking a challenging role in which I can apply my expertise to contribute to the growth and success of the organization while further developing my skills in a dynamic and collaborative environment.

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## Experience

IT Support | HL Setlentoa Secondary School | 08 Aug 2022 - 11 Nov 2022

- Upgraded Hardware Systems: Managed the replacement of outdated computers, hard drives, and RAM to enhance overall system performance.
  - Security Enhancements: Reduced security vulnerabilities by implementing malware protection and software updates, contributing to a safer IT environment.
  - Website Development: Contributed to the creation and maintenance of a userfriendly, informative website for the organization.
  - Network Infrastructure Organization: Secured exposed network cables using cable ties to prevent hazards and improve organization.
  - Policy Enforcement: Assisted in enforcing school policies/SOPs, addressing issues like unauthorized use of phones and the presence of weapons on school grounds.
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## Skills

- Network Security & Infrastructure: Skilled in firewall configuration, IP management, and maintaining secure networks.
- Microsoft 365 Administration: Expertise in Bitdefender, SCCM, Office 365, and BitLocker for enterprise-level IT security.
- Hardware & Software Troubleshooting: Proven ability to diagnose and resolve hardware and application issues effectively.
- Networking Protocols: Knowledgeable in VLANs, DHCP, DNS, and VOIP setup.
- System Installation & Configuration: Proficient in deploying and optimizing software applications.
- Backup & Recovery: Ensures robust data protection through advanced backup and recovery techniques.

- Analytical Problem-Solving: Tackles technical challenges with innovative and efficient solutions.
  - Effective Communication: Strong ability to convey technical concepts to diverse audiences.
  - Collaborative Teamwork: Thrives in team-oriented environments with a focus on shared goals.
  - Project Coordination: Experienced in managing IT projects from initiation to completion.
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## Education

### **Diploma in Information Technology Management**

IIE Rosebank College, Pretoria | 01 Jan 2020 - 31 Dec 2022

### **National Senior Certificate**

I.R Lesolang High School | 01 Jan 2019 - Dec 2019

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## Certification

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| • ALX Software Engineering        | 04 - 2024 |
| • Introduction to Ethical Hacking | 03 - 2024 |
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## References

- Naledi Shezi  
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- MR S.D Molokomme  
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