

## PHINDULO KHWIDZHILI

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### IT Technician | Assistant Network Engineer

(Code 10 driver' license)

#### PROFESSIONAL SUMMARY

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An Expert IT Technician with over 2 years of experience in the Mining and Telecommunications sectors. Responsibilities include hardware and software setup, diagnostics, and repairs for computer and printer systems, along with hardware maintenance and cabling. I offer technical support for installations and network monitoring. Known for exceptional communication skills, effectively explain complex concepts to end users for optimal technology utilization.

#### Core Competences & Skills

- Computer troubleshooting.
- Ability to work independently.
- Hardware and software maintenance.
- Office 365 Complex problem solving Customer service.
- Great Communication.
- SOP Development
- Privacy and security
- Leadership

#### PROFESSIONAL EXPERIENCE

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Overlooked Coal Mine, South Africa

01/2023 - Present

##### IT Technician

- Set up new laptops or desktops e.g., creating workstations with computers and associated devices.
- Installing and configuring necessary software and functionality in accordance with specifications.
- troubleshoot hardware and software difficulties, e.g., checking computer hardware, SSD, HDD, mouses, keyboards etc, to ensure functionality.
- Stock taking and make sure hardware components are placed clearly for easy access, assist on updating CMDB.
- Back up user data during network domain migration or hardware change.
- Assisting with switch installation and Fiber splicing, patching and troubleshooting of network issues.

- Creating, disabling, enabling, moving machine to correct organisational unit (OU), adding users to VPN, and deleting users on active directory (AD).
- Provide high level support on complex problem resolution.
- Increase operational efficiency and suggest solutions to enhance cost effectiveness.
- Deliver exceptional service that exceeds customers' expectations through proactive, innovative, and appropriate solutions by resolving queries fast and effective.
- Responsible for the timely and effective response of IT Help Desk user queries and problems through the receipt and logging of problems and the coordination of rapid and appropriate responses.
- Comply, understand, and implement all steps within IT development and meet governance in terms of legislative, software license requirements and audit requirements.
- Solve IT Help Desk user queries and problems.

**Vox Telecommunications, Johannesburg**

**02/2022 – 01/2023**

#### **Assistant Network Engineer**

- Installation of both Microwave and satellite internet, were-in I dealt with COMSOL, MikroTik, Yealink and many other products.
- Installation of switches and wireless access points, both Cisco and Huawei.
- Worked with all type of Fiber material and know how to use which and where.
- Dealt with VoIP, were-in I was more focused on Mitel products.
- Interacted with service desk for tickets management and advice.
- Calling users to make installation arrangements.

#### **Major Highlights**

- Achieved 100% of fault finding in both hardware and software, and flaws were fixed with high-quality, long-lasting solutions.
- Delivered exceptional service that exceeds customer's expectations through proactive, innovative, and appropriate solutions by resolving queries fast and effectively.
- Demonstrated prompt and efficient handling of customer inquiries and issues from the IT Help Desk by receiving and documenting issues and coordinating prompt and suitable responses.
- Successfully supported over 400 users from different mine sites with all software, hardware, and network related issues.
- Successfully ran a mini project of MFA implementation and Work Breakdown Structure (WBS) technique was used to accomplish the project.

#### **SUMMARY OF OTHER ROLES**

- **Teacher Assistant**, Hoërskool Vanderbijlpark, 03/2021 – 10/2021
- **Private Tutor**, Vaal University of Technology, 03/2021 – Present

## EDUCATION

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- Advanced Diploma in Information Technology, Vaal University of Technology, 2022
- Diploma in Information Technology, Vaal University of Technology, 2021
- Mimecast Certified Archive Fundamentals Certification, from Mimecast.
- CCNA Routing and switching certificate in Networking, Cisco Networking Academy.
- CCNA 200-301 Network Fundamentals, Simplilearn
- IT Essentials certificate in networking, Cisco Networking Academy
- Partners: Singularity for Identity – Foundations, Sentinel One University
- Partners: Singularity Cloud Workload Security - Sales Fundamentals, Sentinel One University
- Getting Started with Sentinel One, Sentinel One University
- Singularity Ranger AD Certificate, Sentinel One University
- Ethical hacking 101, Simplilearn
- Partners: XDR 101, Sentinel One University
- Introduction to IoT certificate, Cisco Networking Academy • Entrepreneurship certificate, Cisco Networking Academy
- Crash Course on Python certificate, Coursera.
- Mobile Digital Literacy certificate, NEMISA
- Microsoft Digital Literacy certificate NEMISA

## TRAINING AND PROFESSIONAL DEVELOPMENT

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- SQL, JAVA, HTML & CSS programming
- Tutoring, programming
- Learning PowerBI and AWS Services
- Learning scripting in VBA and Python for automation

## REFERENCE

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- Available on Request