

Mancoba Dlamini

IT Technical Specialist

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## PERSONAL SUMMARY

Dedicated IT professional with expertise in comprehensive system management and technical support. Proven track record of enhancing operational efficiency, achieving 20% improved system uptime and 30% reduction in critical incident response times. Skilled in end-to-end IT solutions, including hardware/software configuration, network management, and user support across Linux/Unix and Microsoft environments. Experienced in Active Directory integration and Office 365 administration, proficient in monitoring tools like Zabbix, Grafana, and Prometheus, with a strategic approach to implementing robust IT infrastructures that drive business performance and technological innovation.

## KEY SKILLS AND COMPETENCIES

- Proficient in cloud computing with hands-on experience in Azure, leveraging its scalability and flexibility.
- Utilizing Ansible as a robust automation tool in server administration, streamlining processes and enhancing efficiency.
- Possessing a solid understanding of server hardware technology, Linux systems and Windows systems with a deep understanding of their operations.
- Demonstrating expertise in server administration, encompassing Linux support, Bash scripting, scheduling, permissions management, storage optimization, and system tuning.
- Proficient in Office 365 administration, managing users, licenses, and ensuring smooth operation of productivity tools.
- Successfully implemented Single Sign-On (SSO) configuration and cross-platform identity management on cloud applications.
- Successfully executing file server to SharePoint online migrations, ensuring seamless transition and data integrity.
- Utilizing Bash scripting to monitor user accounts and passwords expiry, enhancing security and compliance measures.
- management, to enable active directory authentication in Unix environment.
- Experience in configuration of Network time synchronization using chrony/NTP.
- Proficient in Exchange online administration: mailbox creation, archiving, permission delegation.

## WORK EXPERIENCE

### ISON IT Solutions (PTY) Ltd – Under MTN Eswatini

#### End User Support Engineer

*Mbabane, Eswatini*

*July 2025 – Present*

- Resolved **Tier 1 & Tier 2 tickets daily**, including hardware, Operating System, M365, and network issues with a **>96% first-call resolution rate**.
- Provided remote and onsite support for over **350 users**, including executives and department heads, across multiple MTN offices; resolved technical issues spanning **hardware, Microsoft 365, and network connectivity**, resulting in a **96% first-call resolution rate** and reduced downtime for key departments.
- **Managed 200+ active directory accounts**: user creation, OU organization, group assignments and passwords resets with 100% accuracy.
- Spearheaded **standardization of endpoint imaging and onboarding** using Windows Autopilot and Microsoft 365 tools, reducing deployment time by **40%**
- Led **email and identity troubleshooting** via Microsoft 365 Admin Center and Exchange Online, improving incident turnaround by **30%**.
- Delivered **user training sessions** and created knowledge base articles, reducing ticket volume on repeat issues by **15%**.
- **Supported onboarding for 69+ new hires**, ensure devices and system access were configured before day one.
- Acted as escalation point for field support issues and liaised with infrastructure and network teams to resolve complex problems.

#### **Acted as L1 Unix support, including:**

- Performing daily system monitoring, log reviews (/var/log/messages, /var/log/secure), disk usage checks (df, du), CPU/memory load tracking (top, free), and cron job validation to ensure platform health and compliance
- Addressing routine alerts related to disk space, system load, failed services, and permission issues; escalating critical or recurring problems — resulting in a 25% improvement in Unix issue resolution SLA
- Troubleshooting AD authentication failures on Linux clients integrated via SSSD and Realmd, restoring user login access and maintaining SSO stability
- Managing user and group access permissions, handling account lockouts, sudo privileges, and SSH key access issues to maintain operational continuity

## ISON IT Solutions Under MTN Eswatini

### IT Service Desk and Tools Analyst

December 2020 – June 2025

#### Duties:

- **Maintained over 90% customer satisfaction** by effectively managing an average of 150+ support tickets per month and consistently meeting or exceeding business SLAs.
- **Managed Active Directory** for a user base of over 200 employees, ensuring seamless integration across both Azure and on-premises environments.
- **Enhanced IT infrastructure availability** by automating daily health checks using custom scripts and scheduling, contributing to a 99%+ system uptime.
- **Administered Office 365** by managing user accounts, license allocations, and providing comprehensive support for Office products for over 200 users.
- **Managed Exchange Online** by overseeing more than 200 mailboxes, implementing archive strategies, configuring retention policies, and ensuring compliance with licensing requirements.
- **Oversaw SharePoint administration** by creating and managing over 15 communication and collaborative sites and controlling access and permissions for more than 200 users.
- **Upgraded firmware on 20+ HPE servers** using HPE monitoring tools and HP Firmware Upgrade utilities, ensuring optimal hardware performance and reliability.
- **Provided Linux Level 1 support** by integrating LDAP across more than 100 servers using Ansible, streamlining user authentication and reducing support incidents.
- **Implemented comprehensive monitoring solutions** using Grafana, Prometheus, SolarWinds, Nagios, and Zabbix, which reduced system downtime by 20% and improved proactive incident response.
- **Developed capacity reports** to identify infrastructure bottlenecks, leading to a 15% improvement in resource utilization and cost efficiency.

#### KEY PROJECTS

##### Enterprise HPE Server Firmware Update Project

March 2024 – June 2024

- Led comprehensive firmware update initiative across 20+ HPE servers in production environment with zero disruption
- Conducted detailed pre-implementation risk assessment and created rollback procedures, preventing potential service disruptions
- Developed custom update sequence to maintain high availability during the process, ensuring 99.9% uptime throughout the project
- Documented step-by-step procedures that reduced future firmware update time by 65%
- Results: Eliminated 6 critical security vulnerabilities, improved server performance by 18%, and extended hardware lifecycle by an estimated 2 years

##### Linux Server Management Automation with Ansible

August 2024 – September 2024

- Designed and implemented comprehensive Ansible playbooks to standardize configuration across 100+ Linux servers
- Integrated LDAP authentication across Linux server environment, reducing authentication failures by 93%
- Results: Reduced server provisioning time from 4 hours to 20 minutes, eliminated 90% of manual configuration errors, and achieved 100% compliance with security policies

### **Server Health Monitoring and Capacity Planning Solution**

#### **November 2024 – January 2025**

- Developed custom Bash scripts to collect daily performance metrics (CPU, memory, disk, network) across all production servers and send it via SMTP
- Integrated data collected with Grafana dashboards for visual representation and trend analysis
- Created automated alerting system that identified resource constraints 15 days before they would impact production
- Implemented weekly capacity reports with predictive analysis for management review
- Results: Prevented 3 potential system outages, reduced emergency hardware purchases by 75%, and improved budget forecasting accuracy by 40%

### **File Server to SharePoint Migration Project**

#### **October 2023 – January 2024**

- Led end-to-end migration of +15TB of critical business data from legacy file servers to SharePoint Online
- Designed comprehensive data classification system and permission mapping process
- Created custom PowerShell scripts to automate file transfer while preserving metadata and permissions
- Conducted user training sessions for 150+ employees across 5 departments
- Results: Completed migration 2 weeks ahead of schedule with zero data loss, reduced storage costs by 35%, and improved document accessibility for remote workers by 95%

### **IT Infrastructure Monitoring**

- Deployed and maintained a custom monitoring solution based on Bash and open-source tools (Nagios, Grafana, Zabbix) to monitor Linux servers.
- Implemented cron-based sysstat (iostat, mpstat) data collection and alerting for CPU, memory, disk I/O, and network metrics, improving proactive issue detection by 20%
- Created daily health-monitoring scripts capturing metrics like load average, uptime, disk usage, and service status via top, uptime, free, df, and vmstat, reducing mean time to detect issues by 25%
- Developed Grafana dashboards with real-time visualizations of performance trends, capacity, and alerts—leading to earlier detection and faster resolution of critical infrastructure incidents

- Integrated Unix system health data into centralized monitoring, raising incident escalation efficiency and reducing high-severity downtime by 30%.

#### IT Support - Public Library (Manzini) (Internship) January 2020 – August 2020

Working technical to identify and implement solutions to problems affecting IT services. Providing 1st/ 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members.

##### Duties:

- Installation and maintenance of all systems within a client's digital environment. Building, configuration and troubleshooting of desktop hardware.
- Designing, implementing, and managing Active Directory.
- Identify and recommending improvements for E-mail applications & Web-page development.

#### Certificates

- MS-102 -Microsoft 365 Administrator (Microsoft)
- AZ-800 - Administering Windows Server Hybrid Core Infrastructure (Microsoft)
- SC-900 - Security, Compliance, and Identity Fundamentals (Microsoft)
- SC-200 - Security Operations Analyst Associate (Microsoft)
- SC-300 - Microsoft Certified: Identity and Access Administrator Associate (Microsoft)
- MS-500 - Microsoft 365 Certified: Security Administrator Associate certification (Microsoft)
- LFS207: Linux System Administration Essentials (Linux Foundation)

#### ACADEMIC QUALIFICATIONS

Associate degree in Business Information Technology

Limkokwing University 2017 – 2020

#### REFERENCES

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