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

Mr Similo Makama

MTN IT Manager VAS/IN Phone: +268 76060143

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Relationship: Work Colleague