



Setsoto Hlohlomi

Visa : JNGSFCQ (Critical Skills Visa in IT)
E-mail : shlohlomi@gmail.com
Website : <https://setsotohlohlomi.github.io>
LinkedIn : <https://www.linkedin.com/in/setsoto-hlohlomi-450a7a75>
Phone : +27659575925
Address : 65 Parkville Place Buccleuch, Sandton 2066, South Africa

Work experience

Vodacom Lesotho
Specialist: IT Operations

June 2016 — Mar 2018

In addition to my roles as a system administrator held before this role at Vodacom, I have gained experience in:

- Setting up Microsoft SCCM architecture and its administration as well as administering windows devices (Server and client) using SCCM, software and hardware inventory, deployments and configurations
- Management of the Virtual platform for both production and disaster recovery ESXi 5.5 Hosts Creation, Configuration, Cloning, Deletion (clean-up) of VMs and reconfiguration of ESXi hosts as required using VSphere, Liaising with suppliers for part replacement and second line support for VMWare, upgrades of ESXi Hosts when host resources need to be upgraded
- Creating a cloud environment using Cent OS and Openstack as a proof of concept for better provisioning of hardware and servers and also to work towards providing Infrastructure as a Service as we move towards implementing Dev Ops in our way of working
- Basic UNIX administration, OS installation and basic networking configurations

Vodacom Lesotho
IT System Administrator

June 2015 — June 2016

- Administering Windows Servers (2003, 2008, and 2012) and windows Client (7, 8.1, and 10) devices for software and hardware maintenance, basic parts replacement such as Ram, Hard drives, screens and troubleshooting. Liaising with HP for more complex replacements for server hardware
- Administration of Active Directory domains in the organization as well as related applications such as corporate DNS and DHCP, Creation and modification of user and computer objects, advanced group policy objects for policy enforcement, account security and organization standardization
- Supporting numerous windows applications including but not limited to Print Servers, File servers with DFS replication, screens and quota for effective use of storage and Remote Desktop services
- Supporting Exchange server 2010 clients, mailbox restores and exports for recovery, creation of mailboxes and SMTP configurations including connectors for use with system notifications and reports, webmail and active sync configurations as well as support
- Skype for Business support using the control panel for creation of users, moving users between pools and roll out of the enterprise voice functionality, configuration of telephony settings for the relevant dial plans
- Support for a wide range of Xerox and Konica Minolta printers, toner replacement and paper jam clearing. Liaising with support for cleaning and service together with administration of printer authentication software integrated with AD to increase security
- Setting up a geographically redundant architecture for Active directory, File and Print Servers, performing the annual Technical Recovery Procedure (TRP) test to verify cutover to the DR environment, documentation and system performance reporting

- Setting up and administering the Cisco Video Conferencing unit and monitoring or client support to connect calls through the portal

Vodacom Lesotho

Feb 2015 — May 2015

Intern: Service Desk

- Technical support of windows client operating systems and basic hardware parts replacement and monthly patch rollout for some Windows Servers
- Logging and tracking of incidents for clients using the Remedy ITSM application
- Change and problem management in accordance with the ITIL framework
- Service desk reporting and analysis of improvement or discrepancy in resolution of incidents
- Following up on client incidents to ensure satisfactory resolution of incidents

The National University of Lesotho

Sept 2013 — Nov 2013

Intern: Service Desk

- Assisting students during labs during the course of the Java programming Language with exercises, labs and projects
- Clarification and tutoring for Java core concepts such as OOP, Classes, Functions and assisting with Database connections from Java – MySQL

Education

Core Solutions of Exchange Server 2013 (Training 20341) Torque IT, Rivonia, South Africa	January 2018
MCSA Windows Server 2012 (Exam 70412) Microsoft	Nov 2017
Administering Windows Server 2012 (Exam 70411) Microsoft	April 2017
Configuring Advanced Windows Services (Training 20412) Torque IT, Rivonia, South Africa	Feb 2017
MCP Installing and configuring server 2012 Microsoft	July 2016
VMWare Install, Configure, Manage v6 HP, Rivonia, South Africa	June 2016
Basic UNIX System Administration Internet Society	Nov 2015
Bachelor of Engineering: Computer Systems and Networks The National University of Lesotho, Lesotho	June 2010 – May 2015
C.O.S.C (First class, National Top 4) Tsakholo high School, Lesotho	Jan 2008 – Dec 2009

Skills

1. Windows Server 2012 and its Roles and Services System Centre Configuration Manager
2. Exchange server and skype for business server
3. MS SQL server, My SQL, Oracle
4. VMWare installation and support
5. UNIX Administration
7. Microsoft office suite 2010,2013,2016
8. Remedy ITSM and HP IRS for call logging and monitoring
9. Hardware support for servers, laptops and printers
10. Java desktop and android development, HTML, CSS and the Bootstrap framework for website development and Github

Personal Achievements

- ✓ Most inspiring woman award at the Vodacom African Women's Month Awards
- ✓ 4th and 1st Prize winner at the NUL HACKATHON 2013/2014 and 2014/2015(respectively) all night programming competition sponsored by Vodacom
- ✓ Best student in computer systems and networks 2015 awarded by Econet Telecom Lesotho for being the best graduate in the course
- ✓ Best student in Cisco networking 2015 for being the best performing graduate in the Cisco Curriculum
- ✓ Best student in ICT 2015 for being the best ICT student
- ✓ Best female student in Cisco networking 2014 for being the best performing student in the Cisco Curriculum

Personal Qualities

1. Dedication and urge to get things done
2. Resourceful and able to learn things quickly
3. Good interpersonal and social skills
3. Good communication skills, both verbal and written

References

AJEETH KOTZE Manager IT, Vodacom Lesotho Email : Ajeeth.Kotze@vodacom.co.ls Phone : +266 5221 2247	KOPANO MOEKETSI Lecturer : National university of Lesotho Email : fk.moeketsi@nul.ls Phone : +266 5221 3514
LEKULANA KOLOBE Principal specialist Technology Security, Vodacom Lesotho Email : Lekulana.Kolobe@vodacom.co.ls Phone : +266 5221 2352	MAMOTHOKOANE TLALI Manager: LsNIC, Lesotho Communications Authority Email : Mtlali@lca.org.ls Phone : +266 5222 1300