



Setsoto Hlohlomi

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ADDRESS 2 : Can relocate to Gauteng, South Africa
VISA NUM : JNGSFCQ (Critical Skills Visa in IT)
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CITIZENSHIP : MOSOTHO
GENDER : FEMALE
LANGUAGES : ENGLISH, SESOTHO

Objectives

To pursue a challenging career and professional environment which encourages learning, where my knowledge can be shared and enriched for the growth of the organization and self and needing to relocate to South Africa due to family reasons

Profile

System Administrator with skills in Windows Server and Client Operating systems, Active Directory, DHCP, DNS, VMWare, SCCM, SQL, Software and Hardware support and some basic experience with Java Development. Resourceful with troubleshooting and problem solving skills obtained in the IT department with a BEng Degree in Computer Systems and Networks (NQF 8 by SAQA Evaluation)

Skills Matrix

1. Had appropriate training only
2. Limited working experience
3. Solid practical experience
4. Well versed, extensive experience
5. Expert, extensive work experience

| Skill Type/Technology | Skill Level | Years of Experience | Last Used |
|---------------------------------|-------------|---------------------|-----------|
| Java core | 2 | 1.0 | 2015 |
| Java - android | 2 | 1.0 | 2015 |
| Java FX | 2 | 0.5 | 2015 |
| OOP | 2 | 1.0 | 2015 |
| Windows server (2003,2008,2012) | 4 | 2.5 | Current |
| Active Directory | 4 | 2.0 | Current |
| Group Policy | 4 | 2.0 | Current |
| DNS | 4 | 2.0 | Current |
| DHCP | 4 | 2.0 | Current |
| File services | 4 | 2.0 | Current |
| DFS Replication | 3 | 1.5 | Current |
| | | | |

| Skill Type/Technology | Skill Level | Years of Experience | Last Used |
|---|-------------|---------------------|-----------|
| Print Services | 4 | 2.0 | Current |
| P C Hardware support(Removal, or RAM, HD, Monitors) | 3 | 3.0 | Current |
| MS Lync Client 2010,2013 | 3 | 2.0 | Current |
| Skype for business client 2015 | 3 | 1.0 | Current |
| MS SQL Server 2012 | 2 | 1.0 | Current |
| Remedy Incident Management | 3 | 2.5 | Current |
| Remote Desktop Services | 3 | 1.0 | Current |
| VMWare(Host Management) | 3 | 1.5 | Current |
| VMWare(VM Management) | 3 | 1.5 | Current |
| SCCM | 3 | 1.0 | Current |
| Unix Administration | 1 | | Current |
| Microsoft Exchange Server | 2 | 0.5 | Current |
| Skype for Business Server | 2 | 0.5 | Current |
| Windows Client(7,8.1,10) | 4 | 2.5 | Current |
| MS Office(2010, 2013) | 4 | 3.0 | Current |
| Xerox and Konika Minolta Printer Support(Basic troubleshooting, toner replacement, paper jam removal) | 3 | 2.0 | Current |
| HP IRS server Hardware monitoring | 3 | 1.5 | Current |

Employment History

Company : Vodacom Lesotho
Position : Specialist IT Operations
Date : June 2015 – Present
Duties :

- Installation and configuration of windows servers and client PCs
- Setting up SCCM architecture and administration of windows devices using SCCM
- Administration of active directory roles in the organization, Creation and modification of advanced group policy objects application compatibility, account security and organization standardization
- Configuration and management of DHCP scopes to be integrated with networking devices for allocation of IP addresses for LAN and Wireless access to the network
- Supporting Exchange Clients, Webmail and Skype for Business
- Managing the internal windows DNS server, creation of zones and diverse DNS entries as required by clients and the applications requiring resolution
- Management of the Virtual platform for both production and disaster recovery ESXi 5.5 Hosts with Training in v6, Creation, Configuration, Cloning, Deletion (clean-up) of VMs and reconfiguration of ESXi hosts as required using VSphere, Liaise with Suppliers and Support for upgrades of ESXi Hosts when host resources have been depleted
- Setting up a geographically redundant architecture for Active directory, SMTP, File server, Print Server and System performance reporting

- Creation of a central storage for the organizations documents and configuring active directory authentication for secure access to folders on the file server , configuring DFS replication to synchronize changes to a backup server for redundancy, file screening and quota management
- Administering print servers which enable centralized printing, troubleshooting of printer models like Konica Minolta, HP and Xerox devices for basic error resolution and escalation to suppliers when necessary
- Support of software and hardware issues pertaining to client PCs. Basic part replacement, Hard drives and RAM, monitoring of Server Hardware using HP IRS for proactive notification of hardware failures to the Department and to HP

Company : Vodacom Lesotho

Position : Intern: Service desk

Date : Feb 2015 – May 2015

Duties :

- Technical support of windows client operating systems and basic hardware parts replacement
- Logging and tracking of incidents for clients
- Service desk reporting and analysis of improvement or discrepancy in resolution of incidents
- Follow up on client incidents to ensure satisfactory resolution of incidents

Company : National University of Lesotho

Position : Java Demonstrator

Date : 2013(Sept - Nov)

Duties :

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

Corporate Achievements

- ✓ Successfully deployed a single site System Centre Configuration Manager which I am currently using to upgrade client PCs to Windows 10, reporting and pushing of software's
- ✓ Successfully created a custom Windows 10 image with all the necessary software's in order to make deployment and configuration of windows clients easier
- ✓ Successful completion of user and mailbox migration from the local Vodacom active Directory domain to a global Vodafone domain for standardization
- ✓ Liaised with support for implementation of a new VMWare ESXi Host and migration VMs to the new Host
- ✓ Group policy remodelling to reinforce user accounts security using group policy objects and passwords conforming to minimum requirements
- ✓ Cost cutting on server hardware contracts by compiling an up to date corporate server inventory of existing commissioned servers

- ✓ Obtained best team award for organizing training and empowering first line technical support at retail stores which enabled faster resolution times for IT related incidents at Vodacom Lesotho
- ✓ Successful deployment of an Active Directory, File server and print server Disaster recovery server for geographical redundancy
- ✓ A Java application that helped in migration of user profiles to another global domain at Vodacom Lesotho by specifying a list of PC numbers and it would return a list of IP addresses of the PC's to a text file

Personal Achievements

- ✓ 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

Education

| Qualification | Institution | Duration |
|---|------------------------------------|-------------|
| Administering Windows Server 2012 (Exam 70411) | Microsoft | April 2017 |
| Training for Configuring Advanced Windows Server 2012 | Torque IT | Feb 2017 |
| Microsoft Certified Professional (Exam 70410) | Microsoft | July 2016 |
| Training for VMWare v6, Install, Configure and Manage | HP Rovinia | June 2016 |
| Unix System Administration | Internet Society | Nov 2015 |
| Bachelor of Engineering in Computer Systems and Networks (SAQA NQF 8) | The National University of Lesotho | 2010 - 2015 |
| C.O.S.C (First Class, Top 4) | Ts'akholo High School | 2008 - 2009 |

Other projects

- Java Desktop Maze game – a simple windows application with several levels
- Java Desktop MAC address finder over Wi-Fi connection which tracks PC's with a mac addresses when connected to a Wi-Fi hotspot and won me 4th Place at the first NUL Hackathon

- Track My Droid(Java-Android) detects SIM change in a stolen phone and sends the new number to contacts specified before the theft, aiding in tracking by the authorities and won me first place in the second NUL hackathon
- Face Recognition and RFID Security System(final year project)

Personal Qualities and Interests

- Hard working and dedicated
- Quick and Constant learning and Resourceful
- Good interpersonal and relational skills
- No supervision required and driven with passion
- Analytical and Social with good verbal and communication skills
- Travelling and learning new places
- Reading books(Motivational and Educational)

References

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