CURRICULUM VITAE

For

THEMBEKANI KHUMALO

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Name	Thembekani	Known Name: THEMBIE
Surname	KHUMALO	
Language	English, Xhosa, Sotho, Zulu,	
Date of birth	25 May 1986	
Postal/Residential address	No.13 Geelhout street, Delft South, 7100, Cape Town, South Africa	
Cell phone	083 691 4207 / 078 378 6201	
E-mail address	thembekani.khumalo@outlook.com /thembie@itholelomzansi.co.za	
Online Portfolio		
LinkedIn		
Driver's Licence	Code 8 –PDP (G, P)	
Passport No	DN879961	
Nationality	Zimbabwean	

Summary

Highly motivated IT professional with 5+ years of experience in customer support and technical engineering. Skilled in troubleshooting hardware and software issues, providing excellent customer service, and managing multiple tasks effectively. Proficient in Windows 11, Office 365, Manage Engine, Azure, network troubleshooting, and user support. Eager to contribute to a dynamic IT environment.

SKILLS

- **Technical Support**: Proficient in diagnosing and resolving hardware and software issues.
- **Customer Service**: Skilled in providing exceptional support to end-users and stakeholders.
- **Hardware Troubleshooting**: Expertise in identifying and repairing hardware malfunctions.
- **Software Installation**: Competent in deploying and configuring various software systems.
- **Network Troubleshooting**: Experienced in resolving connectivity and network issues.
- **User Support**: Adept at assisting users with technical queries and guidance.
- **Microsoft Office Suite**: Advanced proficiency in Word, Excel (including advanced functions), and PowerPoint.
- **Operating Systems**: Proficient in Windows 11 and earlier versions.
- **Communication**: Strong verbal and written communication abilities for conveying complex information effectively.
- **Problem-Solving**: Analytical thinker with a structured approach to resolving challenges.
- **Time Management**: Proven ability to prioritize tasks and meet deadlines in fast-paced environments.

SYSTEMS/ APPLICATIONS

- Azure
- Manage engine
- Jira (agile ways of Working)
- Loop
- Office 365
- Co Pilot/ open AI
- Office 365
- Advance Excel
- Next Gen Service Now

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Professional qualifications

QUALIFICATION	Diploma Certificate in creative arts and multimedia programs
Graduate date	December 2008
Diploma class	Bozo's Voice Lab
Institution	Amakhosi performance arts academy (APAA)

Major subjects: *Indigenous arts; writing, music, dancing, poetry, editing, marketing, management, directing*

QUALIFICATION	Diploma Certificate in Cookery Management
Graduate date	December 2011
Institution	South Africa Institute of Cookery Management

QUALIFICATION	MultiChoice DStv certificates 2013	SD Training Academy (pty) Ltd
Technical Support	Completed	
Customer relations	completed	
Human Resources	completed	

QUALIFICATION	National Certificate: Contact centre Support NQF Level 2 (SAQA Qualification ID:71490)
Graduate date	November 2013
Institution	SD Training Academy (pty) Ltd

Modules: Orientation to a Contact Centre, use language & communication in occupational learning Programs Oral Communication, Numerical Skills, Telesales, Diversity in a contact Centre, Problem, Telephone Skills, Service Excellence,

COURSES   Facilitator; Assessor & Moderator

Unit Standard ID	Unit Standard Title	Assessment Date	Credits	Level	Type
114924	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	24/05/2020	5	Level 05	Core
115753	Conduct outcomes-based assessment	24/05/2020	15	Level 05	Core
115759	Conduct moderation of outcomes-based assessments	24/05/2020	10	Level 06	Elective
117871	Facilitate learning using a variety of given methodologies	24/05/2020	10	Level 05	Core
123397	Evaluate a learning intervention using given evaluation instruments	24/05/2020	10	Level 05	Core

Other Courses	Institution	Year
1. Arts management certificate	Amakhosi special projects	2009
2. Martial arts (class one instructor certificate) Counsellor	Federation of Ninji-tsu	2000
3. Cape town Chefs Short Course	Intro to Hospitality	2010
4. Computer literacy	Learn more Private Tutor	2006
5. Introduction to computers; MS word; Keyboarding skills; Windows XP		

Advanced to IT: graphic designing, computer repairs; software installation; trouble shooting & upgrading, networking

IT Courses and Certification

No	Certification	Institution	Completion Date
1	Azure Fundamentals (AZ-900)	Microsoft Certification	In Progress
2	Azure Administrator Associate (AZ-104)	Microsoft Certification	In Progress
3	Azure AI Engineer Associate (AI-102)	Microsoft Certification	In Progress
4	Endpoint Management and Security	Manage Central Engine	10 Mar 23
5	BCX SF HR - Employee Training	BCX Leaning Portal	31 Jan 23
6	Introduction to ISO 22301	BCX Leaning Portal	31 Jan 23
7	BCM Awareness for Operational Levels	BCX Leaning Portal	26 Jan 23
8	HP Entitlement and Product Information	BCX Leaning Portal	26 Jan 23
9	HP Performing Repairs	BCX Leaning Portal	26 Jan 23
10	Zoho Creator - DE support	Manage Central Engine	22 Dec 22
11	Zoho Creator - Manage and Security	Manage Central Engine	22 Dec 22
12	HP Computing Products	BCX Leaning Portal	19 Dec 22
13	HP Maintenance of Computing Products	BCX Leaning Portal	19 Dec 22
14	HP Setup of Computing Products	BCX Leaning Portal	19 Dec 22
15	HP Hardware Technology	BCX Leaning Portal	28 Oct 22
16	HP Products Assessment	BCX Leaning Portal	28 Oct 22
17	HP Connectivity, Firmware, and Security Technology	BCX Leaning Portal	20 Oct 22
18	Manage Engine (Desktop Central)	Manage Central Engine	18 Oct 22
19	Fundamentals of Accounting	Alison Courses	01 Dec 20
20	Diploma in Project Management	Alison Courses	11 Sept 19
21	Introduction to Information Technology	Alison Courses	10 Mar 17
22	Alison ABC IT- Computer Training Suite	Alison Courses	10 Nov 16
23	Graphics Design- Visual and Graphic Design	Alison Courses	01 Oct 16

Educational Qualifications

O`Level 2004	
Subject	**Symbol**
History	**B**
Ndebele	**C**
Integrated Science	**B**
English	**E**
Agriculture	**D**
Geography	**E**
Commerce	**C**
TERTIARY (Advanced level) 2006	
HISTORY	**C**
NDEBELE	**C**
SOCIOLOGY	**O**

Work Experience

CURRENT	EMPLOYMENT 1
Date	March 2024 – to Date
Company	HEINEKEN BEVERAGES, STELLENBOSCH
Job title	Systems Engineer | Unified Endpoint Management (UEM)

Responsibilities:

- **Device Compliance Management**:
  - Manage and maintain device compliance in Azure to ensure all devices adhere to company and global standards.
  - Investigate and resolve compliance issues flagged by the technical team.
- **Power BI EUD (End User Devices) Compliance Dashboard**:
  - Perform daily reviews of the compliance dashboard report.
  - Identify and resolve compliance issues reported on the dashboard.
- **Device Management in Azure**:
  - Assign devices to primary users in Azure to ensure proper tracking and ownership.
  - Delete or remove devices in Azure when they are no longer needed or compliant.
- **Issue Investigation and Resolution**:
  - Proactively investigate and provide solutions for technical issues raised by the technical/desktop engineering team in Azure.
  - Coordinate with global teams for escalations and issues requiring global intervention.
- **Compliance Reporting**:
  - Generate and review Azure reports to ensure all devices within the Operating Company (OpCo) meet compliance requirements.
  - Ensure the OpCo maintains a minimum global compliance standard (Tanda) of 95%.
- **Patch Compliance**:
  - Monitor, maintain, and investigate issues related to patch compliance across devices.
- **Antivirus (AV) Compliance**:
  - Maintain and troubleshoot antivirus compliance to ensure all devices have up-to-date protection.
- **Group and User Management in Azure**:
  - Assign or remove users and devices to/from various Azure groups as per engineer requests.
  - Ensure proper access control and resource allocation by managing group memberships effectively.
- **Technical Support and Collaboration**:
  - Investigate and provide advanced technical support for issues desktop engineers are unable to resolve.
  - Act as a liaison between local teams and global teams to address critical issues requiring global input.
- **HBI IT Support -Heineken Beverages International**
  - Support all HBI countries with all IT related issues
    - UK; Brazil; Germany; Denmark; India; Taiwan.
    - Botswana; Swaziland; Tanzania; Mozambique; Zambia; Angola; Nigeria; CVH
  - Assets management and maintaining for all HBI users.

References			
Jordaan Lauren	ICT Shared Services Technical Support Team Leader	lauren.jordaan@heineken.com	**0823755203**
Brighton Mpofu	Project Manager	brighton.mpofu@heineken.com	**0723429822**
Ruth Arendse	EUC Service Centre Manager - SSC EUC	ruth.arendse@heineken.com	

EMPLOYMENT	2
Date	**June 2024 – October 2024**
Company	**HEINEKEN BEVERAGES, STELLENBOSCH**
Job title	**Systems Engineer	Unified Endpoint Management (UEM)**
Project Name	**IT Assets Physical Auditing and Verification**
Project Objective	

Project Objective:
Conduct a comprehensive audit of all IT assets across 87 HEINEKEN Beverages sites to ensure accurate asset tracking and data integrity.)

Responsibilities:

- Develop, maintain, and optimize Excel-based tracking reports to streamline the asset auditing process for the team.
- Strategically plan and coordinate team movements across all 87 sites to ensure efficient and timely asset audits.
- Verify and meticulously scrutinize data uploaded by each audit team to ensure accuracy and consistency.
- Generate and present detailed progress reports on the audit and verification process to stakeholders.
- Conduct comparative analysis between the physical audit data and the existing assets master report, identifying discrepancies and proposing resolutions.
- Create and distribute audit guidelines, checklists, and training materials to ensure consistency across audit teams.
- Ensure compliance with company IT asset management policies and industry standards during the auditing process.
- Collaborate with cross-functional teams, including IT support and procurement, to resolve asset-related discrepancies and improve tracking procedures.
- Manage and maintain an updated repository of audit documentation for future reference and compliance purposes.
- Coordinate logistics for equipment, resources, and team travel required for the auditing process.
- Identify and implement process improvements to enhance the accuracy and efficiency of future audits.
- Provide technical support to audit teams, addressing any issues related to asset tracking tools or data collection processes.
- Act as the primary point of contact for stakeholders, ensuring transparency and regular communication throughout the project lifecycle.

EMPLOYMENT	3
Date	**June 2024 – October 2024**
Company	**HEINEKEN BEVERAGES, STELLENBOSCH**
Job title	**Systems Engineer	Unified Endpoint Management (UEM)**
Project Name	**Heineken Beverages Green Zone Project**

Project Objective:
Objective: Team implementing green zone Project -moving Heineken Beverages from Redzone network to Global Green Zone

Responsibilities:

- Established and configured a laboratory environment for application testing (Trade Express Applications)
- Deployed and configured workstations for testing procedures.
- Managed application testing in collaboration with respective owners for each business group
- Provided progress updates via Agile Jira board.
- Conducted meetings to ensure alignment and address concerns.
- Compiled comprehensive testing reports.
- Identified and resolved technical issues.
- Create SOPs for the support team for each application.
- Provide full Report of Assets per side
- identified10 pilot users in different department to test all system.
- monitor and provide feedback troubleshooting and resolving all upcoming issues.

EMPLOYMENT	4
Date	January 2024 – March 2024
Company	HEINEKEN BEVERAGES, STELLENBOSCH
Job title	Systems Engineer	Unified Endpoint Management (UEM)
Project Name	Heineken Beverages internation (HBI) user onboarding & Device Migrations

Project Objective:
Facilitating seamless onboarding and migration processes for OpCos within Heineken, while ensuring data integrity, security, and compliance.

Responsibilities:

- Strategizing and executing onboarding plans for OpCos.
- Conducting informative sessions for users to ensure smooth transitions.
- Configuring mobile phones to comply with company policies.
- Providing personalized support to users during onboarding and migration phases.
- Assisting OpCos' support teams with onboarding processes.
- Providing desktop support to users within Heineken.
- Managing user tickets and implementing solutions promptly.
- Performing hardware replacements and software installations as needed.
- Liaising with other teams to resolve technical issues efficiently.
- Developing troubleshooting documents to aid in issue resolution.

Key Contributions:
- User Training and Support: Providing comprehensive training sessions and personalized support to users,
- empowering them to effectively utilize company software and tools.
- Troubleshooting and Issue Resolution: Swiftly addressing any technical issues encountered during the onboarding process, minimizing disruptions to productivity, and fostering a positive user experience.
- Security Compliance: Enforcing security protocols and ensuring compliance with data protection regulations by implementing necessary security measures on user devices and guiding users on best practices for data security.
- Documentation and Knowledge Sharing: Thoroughly documenting configuration settings, troubleshooting procedures, and user guidelines to facilitate knowledge transfer and streamline future onboarding processes.
- Mobile Devices: Enrolling user mobile device to azure, Setting up company portal, emails, and team.
- Data migration: making sure user data is successfully migrated and all emails, one drive and teams counted are successfully moved over to Heineken account.

System:

- Jira, Excel, Azure, Teams

EMPLOYMENT	5
Date	October 2023 - December 2023
Company	HEINEKEN BEVERAGES, STELLENBOSCH
Job title	Desktop Engineer
Project Name	Project Nile - Device Migration

Project Objective:

Migrating all devices from Distell platform to Heineken beverages.

Responsibilities:

- • Smooth transition of devices across multiple sites.
- • Developed and executed migration plans.
- • Provided leadership and support to on-ground teams.
- • Delivered status updates on migrated devices.
- • Maintained issue register and collaborated with global teams.
- • Provided regular progress reports.
- • Implemented processes to manage unsuccessful migrations.

Key Contributions:
- • Data Preparation: Assessing and organizing data for migration projects.
- • Application Migration: Ensuring seamless transitions of software systems.
- • Infrastructure Coordination: Managing hardware transfers with minimal downtime.
- • Testing: Rigorously testing systems to identify and resolve issues proactively.
- • Risk Management: Identifying and mitigating potential risks throughout the process.
- • Communication: Keeping stakeholders informed about progress and any potential issues.
- • Security and Compliance: Ensuring data security and compliance standards are met.
- • Documentation: Thoroughly documenting all stages of the onboarding and migration processes.
- • Post-Migration Support: Providing ongoing support and assistance to ensure smooth operations post-transition.
- • Adding users to different assigned groups in azure platform, Resetting Password for users, MFA Authenticator

System/Application:
- • Jira, Azure AD, Intune, Excel

EMPLOYMENT	6
Date	April 2023 – August 2023
Company	HEINEKEN BEVERAGES, STELLENBOSCH
Job title	Desktop Engineer
Project Name	Project Nile- Application Testing & Pilot Users

Project Objective:

Testing all Approved Application moving over to new environment for compliance. Successfully Tested 142 Applications

Responsibilities:

- • Established and configured a laboratory environment for application testing.
- • Deployed and configured workstations for testing procedures.
- • Managed application testing in collaboration with respective owners for each business group
- • Provided progress updates via Agile Jira board.
- • Conducted meetings to ensure alignment and address concerns.
- • Compiled comprehensive testing reports.
- • Identified and resolved technical issues.
- • Create SOPs for the support team for each application.
- • identified10 pilot users in different department to test all system.
- • monitor and provide feedback troubleshooting and resolving all upcoming issues.

Systems / Applications; Azure, Jira, Excell, word. PowerPoint

EMPLOYMENT	7
Date	**August 2022 – March 2023**
Company	**BCX/ Distell**
Job title	**Desktop Engineer**
Project Name	**Project Nile- Application Testing & Pilot Users**

Project Objective:
device management, software deployment, and endpoint security to support the organization's IT infrastructure and drive innovation in unified endpoint solutions.

Responsibility:
- Deployment and Configuration: Assist in the deployment and configuration of Unified Endpoint Management (UEM) solutions across various platforms and devices, ensuring consistency and compliance with organizational policies.
- Device Provisioning: Aid in the provisioning of devices, including desktops, laptops, smartphones, and tablets, with UEM profiles and policies to enforce security measures and manage device settings.
- Endpoint Security: Collaborate with senior engineer to implement and maintain endpoint security measures.
- Policy Management: Assist in the creation, modification, and enforcement of UEM policies for device security, data protection, application management, and compliance with industry regulations and standards.
- Patch Management: Support the patch management process by assisting in the testing, deployment, and monitoring of software updates and patches to endpoints to mitigate security vulnerabilities and ensure system stability.
- Device Inventory and Monitoring: Participate in the inventory management of endpoint devices and applications, as well as the monitoring of device health, performance, and compliance status within the UEM platform.
- User Support and Troubleshooting: Provide technical assistance to IT Support teams regarding UEM-related issues, including device enrolment, application installation, data synchronization, and troubleshooting device connectivity or configuration problems.
- Documentation and Reporting: Contribute to the creation and maintenance of documentation, standard operating procedures (SOPs), and incident reports related to UEM activities, ensuring accurate records and effective knowledge transfer.
- Collaboration and Training: Collaborate with cross-functional teams, including IT support, security, and application development teams, to align UEM strategies with organizational objectives.

Systems / Applications
- ManageEngine Endpoint Central (MEDC), Excel; Azure, Jira, Excell, word. PowerPoint

EMPLOYMENT	8
Date	**April 2021-August 2021**
Company	**First Technology/ Distell**
Job title	**Office 365 Migration Project Engineer**
Project Name	**Office 365 Migration Project**

Project Objective:
Migrating Distell Users from on Prem to Cloud

Responsibility:
Address user tickets regarding hardware, software, and networking.
- Walk customers through installing applications.
- Providing support to users before, during and after migration in South Africa, Africa and abroad
- Software and Hardware Architecture migration pre-checks by using Simplehelp to connect to user.
- Ensuring that the Operating System is Compatible with the Hardware on Bit level.
- Upgrading of Win OS from lower version to high verse g; Win 7 to Win 10
- Upgrading of Office from lower version to high verse g; Office 2010 and 2013 to Office 365
- Conducting orientations for users on how to use Outlook Web Access
- Filed Sales team Tablet user's support.
- Remote support by using Quick support to connect to tablets and phones.
- Ensuring that the tablets have enough space to be able to run the installation scripts.
- Refreshing of Outlook profiles so that users can send and receive emails.
- Assisting user to clean up oversize email boxes.
- Symantec Sever Software Management Agent
- Script management and installation.
- Activating of scripts that failed
- Registration editing making sure that it's clean for optimum installation and application running.
- Sharing of knowledge with teammates
- Development of Support Knowledge base document
- VIP/Executive support
- Documenting of how to solve anomalies with Office 365/Office 2013 production software.
- Documenting migration procedure for Africa users

Systems / Applications
- Symantec Sever Software Management Agent; Simple help technician; Teams; Remote Desktop Connection; MicroSip, FortiClient; ServiceNow; Team viewer quick support.

Personal Projects-**Key Achievements:**

- Created and launched successful website
  - www.itholelomzansi.co.za

- Created and laughed digital financial management system for my church
  - https://www.first12apostolicchurch.org/
-

Community Involvement:
Running Youth Development and Community empowerment Foundation with over 70 under privileged youth
Reg no: **2022 / 733982 / 08**
Position: Director

- Key Responsibilities
- Strategic Planning & Leadership
- Program Development & Management
- Script Editing & Document Compilation
- Resource Mobilization & Fundraising