

Unathi Mahlangabeza

Network Support Engineer

CONTACT

+27 67 657 6334

uchapattimahlangabeza@gmail.com

[LinkedIn Profile](#)

SKILLS

- Active Directory Management
- Windows Server 2019 Administration
- Microsoft 365 Configuration and Limited Support
- Linux Fundamentals (Currently Studying)
- Network Design and Architecture~ Network
- Understanding and Implementation of Switching & Routing Protocols
- LAN/WAN Design and Evaluation
- Cloud Computing (CompTIA Cloud+ Certified, AZ-104 in Progress)
- System Administration and Troubleshooting
- Network Infrastructure Maintenance
- Disaster Recovery Planning
- Software Installation and Troubleshooting
- Network Documentation and Maintenance
- Ticket Management Systems
- Presentation and Communication Skills
- End-User Training and Coaching
- Python, C#, and MySQL (Basic Knowledge)
- Customer Support and Conflict Resolution
- Wireless Networking and Hardware Installation
- IT Process Documentation
- Technical Log Analysis

REFERENCES

Available upon Request

EXPERIENCE

Network Support Engineer with over 2 years of hands-on experience in networking, telecommunications, and customer support. Proven ability to design, implement, and maintain network infrastructure while troubleshooting complex hardware, software, and communication issues. Certified with CompTIA Cloud+ and pursuing AZ-104, demonstrating a growing expertise in cloud computing. Recognized for improving network performance, driving client satisfaction, and mentoring team members.

EXPERIENCE

ZTEL Communications | Gqeberha

Network Support Engineer

05/2023 - Present

- Diagnosed network problems involving hardware, software, power, and communications issues.
- Designed and optimized network topologies.
- Planned and executed network upgrades, including deploying and maintaining network equipment.
- Configured and managed routing protocols.
- Monitored and optimized network performance and traffic.
- Provided technical support to customers, resolving escalated issues.
- Led a team of technicians, providing training and technical guidance.
- Managed all network documentation and disaster recovery plans.

Field Technician

As Needed

- Responded to service requests during and after business hours, resolving issues escalated by the technician team.
- Coordinated installations of new users and relocations of existing users.
- Performed on-site hardware maintenance, including replacing antennas and coaxial cables.
- Planned layouts and ran network cabling in buildings and through walls, attics, and crawl spaces.
- Conducted regular inspections of telecommunications systems, identifying and resolving potential issues.
- Provided training and technical support to customers for optimal use of network systems.
- Collaborated with other technicians to troubleshoot and resolve technical issues efficiently.

Tier 3 Incubation Hub (Branch of [Propella](#) Business Incubator) | Gqeberha
System Administrator / Technical Support

07/2022 - 05/2023

LANGUAGES

- English (Fluent)
- IsiXhosa (Fluent)
- IsiZulu (Fluent)

- Oversaw and maintained network infrastructure, including Active Directory and Windows Server 2019.
- Provided technical support for web and app development projects.
- Assisted with managing Microsoft 365 solutions.
- Designed and evaluated LAN/WAN connectivity technologies to ensure optimal performance.
- Conducted user training sessions and coached new employees on technology best practices.
- Implemented security protocols to protect sensitive data and mitigate cyber threats.
- Supported software installations, updates, and troubleshooting for end-users.
- Developed and maintained documentation for network and IT processes.

CERTIFICATIONS

- CompTIA Cloud+ ce Certification
- Introduction to Cybersecurity (EN 1217)
- Digital Forensics - Hands-on Learning
- Microsoft Badges: [Profile](#)

PROJECTS

Health Connect Mobile App – Personal Project

2024 – Present

- **Technologies:** C#, .NET Framework, Xamarin, Visual Studio 2022, Figma.
- **Key Features:** Telemedicine, mobile clinic locator, preventive care resources, multilingual support.
- **Role:** Led app architecture design, developed prototypes, and aligned solutions with healthcare needs.

Dora Nginza Tower Revamp – ZTEL Communications

2023

- Removed outdated equipment, redid cabling, and re-aligned sectors.
- Reconfigured MikroTik Cloud Core Router and Switch, restoring client connectivity.

Aspen Heights Tower Restoration – ZTEL Communications

2023 – 2024

- Led restoration efforts after lightning strike damaged all equipment.
- Replaced hardware, installed new cabling, and reconfigured network devices.

Telecommunications Network Operations Training – NanoTek

2022

- Delivered SAQA-aligned training to interns from an undisclosed entity.
- Provided hands-on demonstrations and practical exercises to prepare them for real-world scenarios.