

MASINGITA OTTIS MALULEKE

IT Network Engineer

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Open to Remote ◇ Open to Relocate ◇ [LinkedIn](#) ◇ [Twitter](#) ◇ [GitHub](#)

SUMMARY

Experienced IT professional with a strong background in end-user support, network management, and technical troubleshooting. Adept at resolving IT-related issues, managing IT projects, and implementing security controls to ensure high availability of services. Proven ability to communicate effectively with both technical and non-technical stakeholders, and to work collaboratively with third-party vendors to solve complex problems. Seeking to leverage my skills and experience to contribute to Kaelo's mission of providing essential healthcare solutions.

EXPERIENCE

ICT Intern

Mar '24 — Sep '24

Collins Chabane Local Municipality

South Africa

- As an ICT Intern at Collins Chabane Local Municipality, I assisted the IT department in maintaining and optimizing the company network. I actively participated in tasks like network administration, user support, and software implementation. Successfully configured and deployed new network devices, ensuring seamless network expansion. Researched and recommended a new network monitoring solution, leading to a 15% increase in network uptime. Provided technical support to internal users, resolving connectivity issues and troubleshooting network problems. Developed strong communication and teamwork skills by collaborating effectively with senior IT staff. Gained experience with network management tools like Help Desk and Microsoft Server.

IT Technician

Apr '22 — Nov '22

MBH Secondary School

South Africa

- Troubleshoot and resolved over 150 IT incidents, improving network efficiency by 15%.
- Upgraded network infrastructure and implemented new software solutions, increasing user productivity by 10%.
- Utilized Datadog Agent and Splunk for technical issue diagnosis and resolution.

EDUCATION

Advanced Diploma in Information Technology, Vaal University of Technology

Feb '23 — Dec '23

Vanderbijlpark, South Africa

- This Advanced Diploma equipped me with a comprehensive skillset in IT security, emerging technologies, software design, data management, and user experience. I focused on: Cybersecurity: Developed a strong foundation in securing IT systems and data. Emerging Technologies: Explored cutting-edge technologies like AI, Cloud Computing and its applications within IT. Software Design: Strengthened my ability to design, develop, and implement complex software solutions. Advanced Databases: Gained expertise in advanced database management techniques for efficient data storage and retrieval. IT Statistics and Research Methods: Developed analytical skills to interpret IT data and conduct research in the Information Systems (IS) field. User Experience Design (UXD): Learned to design user-centered interfaces for optimal user experience with IT systems. IT Management: Gained insights into IT leadership and management practices for effective IT operations.

Diploma in Information Technology, Vaal University of Technology

Feb '17 — Dec '20
Vanderbijlpark, South Africa

- My studies focused on core areas like system and web development, software engineering, and business analysis. This diverse skillset allows me to bridge the gap between technical functionality and user needs, driving successful IT solutions. Unique exposure to modules like information systems and web development fuels my ability to bridge the gap between technical solutions and real-world business needs.

Senior National Certificate in Matric, Mbhanyele Secondary School

Feb '10 — Nov '15
Malamulele, South Africa

- Coursework: Physical Sciences, Mathematics, Life Sciences, and Agricultural Sciences

SKILLS

End-User Support 1st line support, troubleshooting, and resolution of technical issues.

Network and Systems Management Network administration, VOIP systems, server support

Technical Troubleshooting Diagnosing and resolving issues related to applications, networks, and telephony systems

Project Management Implementation and management of IT projects, change management

Security Management Implementing and maintaining security controls

Technical Documentation Reporting, metrics analysis, and documentation

Customer Service Excellent communication and problem-solving skills

Service Desk

Management Systems

Configuration Management

Cloud technologies

Server management

Network administration

Time management

PROJECTS

Survey Website App [Link](#)

Apr '24 Present

- Link Present WebApp that can be placed in a public space where people can use it to survey with it. But using this webApp you can take out survey to analyse data collected.

Blender Project (Animation Town) [Link](#)

Jan '24 Present

- Link Present Using Blender Software I Created models of Buildings and Roads

CADD Project (Part: Piston) [Link](#)

Feb '24 — Mar '24

- A Piston Part designed using CADD

X and O Game [Link](#)

May '24 — Jun '24

- Website Game

CERTIFICATIONS

Getting Started with Threat Intelligence and Hunting, IBM

May '23

Security, Compliance, and Identity Fundamentals, Microsoft

Aug '24

Cisco Certified Network Associate Routing and Switching CCNA, Cisco

May '19

Cloud Application Developer, IBM

Oct '20

IoT Cloud Developer, IBM

Sep '20

IT Essentials, Cisco

Sep '18

Career Essentials in System Administration, Microsoft and LinkedIn

Aug '24