

Mufulufheli Mudau

OBJECTIVE

I want to excel in the IT field with hard work, perseverance and dedication. I want a highly rewarding career where I can use my skills and knowledge for organizational and personal growth. I am seeking a company where I can use my experience and education to help the company meet and surpass its goals

EXPERIENCE

DIGITALON (IT OPERATIONS ENGINEER)

June 2023 till Present

- Provides operational management information by collecting, analysing, and summarizing operating and engineering trends.
- Identifies priorities by assessing operational objectives like cost savings, energy conservation, and environmental quality.
- Investigates complaints and suggestions by interviewing process supervisors and operators.
- Develops operational solutions by defining, studying, estimating, and testing alternative approaches.
- Anticipates operational problems by studying operating targets, modes of operation, and unit limitations.
- Maintains safe and healthy work environment by following and enforcing standards and procedures and complying with legal regulations.

KFC (DIGITAL SUPPORT SPECIALIST)

December 2021 – July 2023

Contract Ended

- Assist in the management and support of digital applications as required on a technical day-to-day basis, with primary focus on monitoring the health of the Digital Platform, acting as the escalation point of System issues

CONTACT

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MIDRAND, GAUTENG

ABOUT ME

I want to excel in the IT field with hard work, perseverance and dedication. I want a highly rewarding career where I can use my skills and knowledge for organizational and personal growth. I am seeking a company where I can use my experience and education to help the company meet and surpass its goals

EDUCATION

GIJIMA TRAINING CENTRE

NQF 5: SYSTEM DEVELOPMENT

IIE ROSEBANK COLLEGE

IIE DIPLOMA: DIPLOMA IN PROGRAMMING

PC TRAINING & BUSINESS COLLEGE

CERTIFICATE: SERVICE TECHNICIAN

THOHOYANDOU SECONDARY SCHOOL

Senior Certificate

- Ensure the efficient and stable operation of the relevant business applications thereby maintaining high levels of business satisfaction.
- Solving system issues by identifying root causes
- Testing of Enhancements to the System
- Validate and report on end-to-end transaction services.
- Provide support for incidents and problems escalated from internal and external support partners.
- Provide afterhours support via escalation from internal and external support partners and others as required.
- Assist with resolution of more complex technical issues as identified by the first line support analysts.
- Monitoring and maintaining computer systems, networks and servers
- Co-ordination of application upgrades and activities with external vendors and internal teams.
- Assist with continual system & process improvements
- Technical documentation
- Working with the application vendors

SIYANDA TOURS NPC (IT SUPPORT TECHNICIAN IN DIGITAL LEARNING LABS)

JUNE 2020 – MAY 2021

- Check the functionality of smart boards every Mon-Friday
- Check C3 functionality everyday
- Laptop Stats report
- Liaise with GDE support team
- Register Laptops and tablets that are functioning/ not functioning
- Performing onsite hardware, software and peripheral updates and repairs in an organization
- Prepare progress report
- Effectively manage the helpdesk telephone including answering calls during working hours within an acceptable timeframe, returning messages and diverting the phone when not available
- Daily network checks on faulty lines, logging of faults on the helpdesk and with Internet Solutions

GIJIMA TECHNOLOGY (JUNIOR SYSTEM DEVELOPER)

FEBRUARY 2019 – JANUARY 2020

- Developing in-house systems using open-source language's
- Front end development using html5, css3, bootstrap, AngularJS and jQuery
- Backend development using JavaScript, NodeJS and Java
- Research and implement new open-source technologies.
- Creating mockup and prototypes before implantation.
- Visual studio

- Creating AngularJS Directives.
- Using Git for version control
- Communication, personal development and technical meetings
- Database creation and implementation, SQL
- Documentation and repository of I.T. files, documents and versions
- Input and output designs in systems development
- Data collection and analysis
- Programming (HTML) and world wide web
- Web Application – C#, MVC
- Gathering techniques in system development
- Documentation of programs according to industry standards

PERFORMANTA (JUNIOR INFORMATION SECURITY OFFICER)

JANUARY 2018 _ OCTOBER 2018

- Installing & configuring windows server 2012 on VM environment
- Add roles and features on windows server 2012(IIS, SMTP, Telnet client, DNS)
- Add IIS on my window server so that I can be able to create CSR(certification signing request)
- Installing and configuring SSL on IIS to provide secure communication between website and web server
- Providing secure communication on the internet
- IT Report
- Soft skills that I attended
- Self-awareness
- Communication Skills
- Report writing Skills
- Presentation and assertiveness skill

TORQUE IT (WINDOWS ADMINISTRATOR)

NOVEMBER 2017 _ JANUARY 2018

- Installing and configuring windows server 2012
- Active directory
- Maintaining LAN networks
- Implementing storage in Windows server
- Connecting network components and implementing TCP/IP
- Implementing server roles, Active directory, IT Security layers , Security in windows server
- Administrator of Active Directory including creating, modifying and deleting of users and groups and email accounts
- Implementing network security and security software
- Monitoring Server performance and maintaining windows server
- Installing and configuring windows 10 performing post-installation configuration and managing windows 10 with group policy
- Implementing remote management and managing storage, files, resources, deploying and managing apps and securing windows 10
- Implementing remote connectivity and maintaining windows 10

Abilities

- Programming skills: Java(NetBeans), HTML,CSS,MVC, C# and VB.Net Hyper-V
- Leadership skills
- Ability to analyse, problem solving and research
- Computer literacy: MS Package competent and Linux basics
- Strong work ethic and ability to function well in a team
- Excellent time management Good interpersonal skills
- Strong knowledge and experience of Microsoft operating systems and office suites Self Motivation, drive and energy
- Computer Software Knowledge
- Internet Applications Networks
- Operating Systems
- Troubleshooting

COMPUTER SKILLS

- Analytics
- Social media
- Microsoft Office
- Spreadsheets
- Email communication
- Computer Hardware Knowledge.

CERTIFICATES

- MCSA
- NSE1
- NSE2
- CSS Fundamentals

REFERENCES

LEKOTJOLO L, ICT COORDINATOR
PHOMOLONG SECONDARY SCHOOL
0837487298

MRS N MATSHINYATSIMBI, FINANCIAL MANAGER
OLD MUTUAL
0832837720

Maleboheng Letawana, Account Manager
Epitome
0794040214

Nkosinathi Manase
KFC (Yum international)
0635309455