

Andiswa Njabulo Nkosi

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in <https://www.linkedin.com/in/andiswa-nkosi-131784236>

Objective

Dedicated IT professional with expertise in managing and maintaining IT infrastructure, providing timely technical support, and troubleshooting issues with minimal downtime. Seeking to leverage my skills and experience to drive business growth and innovation in a dynamic team.

Experience

- **Data Links** Feb 2023 - Current
IT Technician
Technical Support & Troubleshooting
 - Provided technical support and troubleshooting for hardware, software, and network issues
 - Diagnosed and resolved PC, printer, and network problems
 - Installed, configured, and maintained operating systems, drivers, and applications**Network Management & Troubleshooting**
 - Managed incident and problem management, resolving faults and issues remotely
 - Troubleshoot, monitored, and maintained client's network (LAN & WAN)
 - Configured and installed Access Points, Access Controllers, and switches**Network Infrastructure & Installation**
 - Installed and configured network cabling, including crimping and testing
 - Performed cabinet installation and cable management
 - Installed and configured CCTV systems, including camera setup and configuration**IT Service Management**
 - Managed user accounts, VC meeting equipment, and asset registers
 - Created and managed user accounts, ensured IT security compliance
 - Setting up users on Office 365 and OneDrive
 - Performed backups, updates, and preventive maintenance**Communication & Reporting**
 - Created technical reports, daily reports, maintenance reports, and statistics
 - Communicated effectively with users, stakeholders, and IT team
 - Analyzed and resolved user issues, logged, tracked incidents and closed complex incidents and problems
 - Travelling to sites when there is an issue that cannot be resolved remotely.**Business Operations**
 - Contributed to business profitability through cost management and IT solutions
 - Managed IT operations, ensured smooth running of systems
 - Provided support in maintaining an inventory for software and hardware, ensuring accurate records

Education

- **Mangosuthu University of Technology** 2022
Diploma in Information Technology
Graduated
- **King Zwelithini High School** 2019
National Senior Certificate
Grade 12

Skills

- Communication skills
- Problem Solving and Analysis
- Time management and Prioritization

- Network Troubleshooting
- IT Service Management
- Technical Support
- Customer service
- Microsoft Applications and AWS cloud service

Achievements & Awards

- AWS Cloud Practitioner Certificate
- NDG Linux Unhatched
- PCAP: Programming Essentials in Python
- Getting Started with Threat Intelligence and Hunting
- Improving Healthcare: The Role of Data Analytics and Data Science
- Fundamental of Digital Marketing

Personal Details

- Nationality : South African
- Gender : Male
- Driving Licence : Code 10/ C1

Reference

- **Charles Magadzire - Data Links**
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