

# Xolisile Nokulunga Madela

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<https://github.com/Xolisilemadela>

0635278343

Versatile IT Systems Support and Business Analysis Professional with 3+ years of experience in technical support, business process optimisation, and frontend development. Skilled in troubleshooting hardware/software issues, maintaining networks, and supporting cloud applications, as well as building user-friendly web interfaces using HTML, CSS, and JavaScript. Experienced with Power BI, SQL, Jira, Agile methodologies, and process documentation. Known for strong problem-solving, communication, and teamwork skills, with a passion for leveraging technology to improve business processes and enhance user experiences.

## Work Experience

### Business analysis

Nov 2024 - Nov 2025

*Shaper Holdings*

- Gained practical knowledge in Business Analysis frameworks (BABOK, BACCM) and IT system optimisation.
- Created Business Requirement Documents (BRDs) and stakeholder analysis reports for simulated projects.
- Applied Agile and Jira methodologies for project planning and task tracking.
- Used Power BI and Tableau for visualising data and presenting business insights.

### 4IR Work Readiness Programme Student

Mar 2024 - Oct 2024

*University of Johannesburg*

- Completed an intensive programme focused on Software Development, AI, and Machine Learning.
- Enhanced analytical, communication, and teamwork skills through project-based learning.
- Collaborated on data-driven projects applying IT solutions to real-world business challenges.

### IT support Technician /Systems

Apr 2022 - Mar 2024

*Department of Education*

- Provided technical support to end users, diagnosing and resolving hardware, software, and network issues in a timely manner.
- Assisted in the installation, configuration, and maintenance of computer systems, printers, and related peripherals.
- Managed user accounts, email configurations, and access permissions in accordance with IT policies.
- Supported the setup and maintenance of LAN and WAN connections, ensuring reliable connectivity across departments.
- Performed data backups and security updates to protect sensitive educational information.
- Delivered remote desktop support and virtual troubleshooting for staff in different offices and schools.
- Monitored and reported system performance, assisting with network optimisation and uptime improvements.
- Ensured compliance with IT security standards by performing software updates and implementing antivirus measures.
- Documented technical incidents and prepared reports to assist with root cause analysis and system improvement.
- Collaborated with IT teams to support cloud-based applications and educational platforms.
- Provided training and user guidance to non-technical staff, promoting digital literacy and efficient system use.

## Core Skills

Business Analysis frameworks, BABOK, BACCM, IT system optimisation, Business Requirement Documents, stakeholder analysis, Agile, Jira, Power BI, Tableau, Software Development, AI, Machine Learning, analytical skills, communication skills, teamwork skills, IT solutions, technical support, hardware, software, network issues, installation, configuration, maintenance, computer systems, printers, peripherals, user accounts, email configurations,

access permissions, LAN, WAN, connectivity, data backups, security updates, remote desktop support, virtual troubleshooting, system performance, network optimisation, uptime improvements, IT security standards, software updates, antivirus measures, technical incidents, root cause analysis, system improvement, cloud-based applications, educational platforms, training, user guidance, digital literacy, efficient system use

## **Education**

**University of Zululand**

Feb 2018 - Nov 2021

**Bachelor of Commerce Information Systems**