

Nkululeko Maphumulo

IT Technician, Service Desk, Helpdesk, SOC Analyst, IT Support, Desktop Engineer, Cloud Engineer

PROFESSIONAL SUMMARY

Highly motivated Information Technology professional seeking a challenging position with experience in network, technical support, security monitoring, and infrastructure administration. Proven ability to build client relationships, manage technical teams, and support IT infrastructure in diverse environments. IT support specialist with experience in service desk, helpdesk, and SOC analyst roles focused on resolving technical issues efficiently. Proficient in customer service, time management, and communication skills to enhance user satisfaction and operational workflows. Committed to leveraging cloud computing and AI knowledge to drive innovative IT solutions and improve system performance. With extensive experience in network configuration, CCTV systems, and IT support to ensure reliable infrastructure and security monitoring. Proficient in managing network equipment, VOIP, IoT dashboards, and technical troubleshooting to optimize operational efficiency and incident response. Dedicated to leveraging technology and analytics to enhance system performance and support conservation and security objectives.

WORK EXPERIENCE

IT TECHNICIAN

Jan 2022 — Present

African Habitat Conservancy

- Installed and configured hardware and software components to optimize system performance and ensure seamless operational uptime. This includes Network equipment(Switches, Point-to-multipoint Radios, CCTV, ewelink devices for automation and wifi Access points)
- Diagnosed and resolved technical issues promptly, improving end-user productivity and minimizing system downtime.
- Maintained network infrastructure by performing routine checks and updates, enhancing overall connectivity reliability.
- Managed user account permissions and access controls, ensuring data security and compliance with organizational policies.
- Collaborated with cross-functional teams to implement IT solutions that streamlined workflows and increased team efficiency.
- Monitored and optimized server performance to maintain system stability, resulting in enhanced data availability and smoother organizational workflows.
- Enhanced endpoint security protocols to prevent unauthorized access, significantly improving data integrity and protecting sensitive conservation information.
- Resolved complex IT support requests for remote field offices, Lodges and camps enhancing system availability and minimizing disruptions to conservation project operations.
- Documented and standardized IT support procedures, improving knowledge sharing and accelerating resolution times for technical incidents across departments.
- Implemented centralized printer management, reducing operational delays and enhancing document accessibility across multiple departments.
- Implemented remote diagnostic tools to expedite troubleshooting for field devices, significantly improving support response times and user satisfaction.
- Maintained software licensing compliance across all systems, reducing legal risks and ensuring uninterrupted access to essential conservation applications.
- Configured and maintained secure VPN access for remote staff, enabling reliable connectivity and supporting uninterrupted field data transmission in remote locations.
- Upgraded and calibrated peripheral devices to enhance compatibility across platforms, improving user satisfaction and reducing hardware-related disruptions.

SOC ANALYST (JUNIOR ENGINEER)

Feb 2018 — Dec 2021

In2IT Tech

- Monitor Environment/Network. Intrusion Detection. Respond to security events/incidents. Threat Hunting. Run Vulnerability Scans. Investigate suspicious activities. Monitor and Respond to SIEM alerts. Monitor Device Health. Web Security (IWSVA). Email Security (IMSV). Endpoint Management. Installing Trend Micro and updating agent. Reports Compilation.
- Analyzed security alerts to validate threat credibility, accelerating incident response and strengthening overall system uptime.
- Monitored network traffic for anomalies to identify emerging threats, improving system reliability and supporting proactive defense measures.
- Investigated suspicious login attempts to uncover credential misuse, reinforcing access control measures and improving organizational security posture.
- Detected and escalated unusual endpoint activities, ensuring timely threat containment and maintaining compliance with security protocols.
- Reviewed and enriched threat intelligence feeds to support accurate detection, improving situational awareness and strengthening organizational security posture.

INTERNAL IT

Feb 2017 — Feb 2018

In2IT Tech

- Providing technical support to staff. Configuring Machines new and used. Installing and configuring Hardware and Software. Procuring hardware/software. Providing timely and accurate customer feedback. Taking customers through series of actions to resolve a problem. Test if new equipment is fully functional. Troubleshooting Technical issues. Following up with clients to ensure the problem is resolved. Logging tickets and resolving them. Respond to callouts. Configure servers and access points. Configure new PCs' IT Asset Management. Engage with vendors/clients. Log call with vendor for support. Supply quotes to clients/vendors requested for purchasing. Service support Internal IT. Joining computers to domain. Adding, removing users and computers in Active Directory. Providing support through active directory. Check if everything in server room is operational. Check Access Points. Check the status of office printer and maintain it accordingly. Check if Access Controls are fully functional. Check if CCTV is functioning properly. Check If Routers, Firewalls, Switches, Storage and Servers are up. NOC Support. SOC Support.

FIELDWORK COORDINATOR

Nov 2010 — Nov 2011

Statistics South Africa

- Engage gatekeepers and seek permission to conduct fieldwork in Enumeration Areas (EA). Train fieldworkers and fieldwork supervisors and distribute fieldwork material. Supervise the roll out of enumeration and administration of questionnaires according to defined procedures and instructions. Conduct sample checks on work done by fieldworkers. Keep daily records and statistics of trainees. Compile training report at the end of training period. Train Field Workers and Supervisors.

INTERNSHIP: WORK INTEGRATED LEARNING

May 2014 — Nov 2014

PRASA

- Providing IT Support to staff
- Network Support and configurations
- Helpdesk

CERTIFICATES AND QUALIFICATIONS

INTRODUCTION TO CYBER SECURITY

Aug 2023 - Nov 2023

Cisco Network Academy

Remote

CYBER THREAT MANAGEMENT

Sep 2023 - Nov 2023

Cisco Network Academy

Remote

NATIONAL CERTIFICATE: SYSTEMS SUPPORT

Feb 2019 - Mar 2020

MICTSeta

Johannesburg

- National Certificate: Information Technology: Systems Support

SERVICE TECHNICIAN

Aug 2015 - Nov 2015

Richfield

Durban

- Service technician certificate

NETWORK ESSENTIALS

May 2015 - Aug 2015

Richfield

Durban

- Networking fundamentals

ITIL 4 FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT

Jun 2025 - Oct 2025

Peoplecert

Remote

- ITIL 4 Foundation Certificate in IT Service Management

ORACLE CLOUD INFRASTRUCTURE 2025 AI FOUNDATIONS ASSOCIATE (1Z0-1122-25)

Jun 2025 - Oct 2025

Oracle

Remote

- Oracle Cloud Infrastructure 2025 AI Foundations Associate (1Z0-1122-25)

CERTIFIED CLOUD SECURITY ENGINEER V2

Feb 2025 - Nov 2025

EC Council

Remote

- Certified Cloud Security Engineer v2

DIPLOMA: INFORMATION TECHNOLOGY

Feb 2012 - Nov 2014

Damelin

Durban

- Diploma in IT

PROFESSIONAL SKILLS

Customer Service(*Advanced*), Time Management(*Advanced*), Communication Skills: Verbal & Non-Verbal(*Advanced*), People Skills(*Advanced*), Office 365(*Advanced*), Cloud Computing(*Intermediate*), AI(*Beginner*), ITIL(*Intermediate*), Network troubleshooting(*Advanced*), Incident response(*Intermediate*), System monitoring(*Expert*), Technical documentation(*Intermediate*), Remote diagnostics(*Advanced*), Customer support(*Advanced*), Configuration management(*Intermediate*), System Administration(*Advanced*), Hardware maintenance(*Intermediate*), IOT Automation(*Intermediate*), IT Support(*Advanced*), VOIP(*Intermediate*).

REFERENCES

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