

## Inamandla Percival Shezi

254 Fox Street, Johannesburg, GTA | 081 058 9925 | inah.shezi@gmail.com

### Professional Summary

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Results-driven IT Support Engineer / Technical Consultant with over 7 years' experience delivering advanced IT infrastructure and end-user support in managed services, corporate, and field environments. Skilled in Microsoft 365 and Azure administration, Windows Server (2016–2022), Active Directory, DNS, DHCP, and Group Policy. Experienced with Cisco networking (VLANs, OSPF, STP), basic firewall management (Fortinet, SonicWall), and backup technologies (Veeam). Certified in Microsoft Azure Fundamentals (AZ-900), Microsoft Security (SC-900), and ISC<sup>2</sup> Cybersecurity (CC), Google Cybersecurity, and currently pursuing CCNA. Adept at resolving escalated incidents, securing systems, and documenting network configurations for operational continuity.

### Certifications

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|  |            |
|--|------------|
| Fortinet Certified Associate in Cybersecurity                        | Nov 2025   |
| Google Cybersecurity Professional                                    | Nov 2025   |
| Microsoft 365 Certified: Security, Compliance, and Identity (SC-900) | June 2025  |
| ISC2 Certified in Cybersecurity                                      | July 2024  |
| Microsoft Certified: Azure Fundamentals (AZ-900)                     | Feb 2023   |
| Microsoft 365 Certified: Fundamentals (AS-900)                       | March 2020 |

### Education

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|   |          |
|---|----------|
| National Diploma in IT   Richfield Graduate Institute of Technology | Dec 2015 |
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### Professional Experience

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#### IT Support Technician | The Salvation Army

Feb 2022 – Present

- Administering and troubleshooting Office 365 applications (Exchange Online, SharePoint, Teams)
- Managing Active Directory, Group Policy, and DNS settings for end-user access control, including user creation and management of Group policies, etc.
- Wireless Network Management – Access Point deployment and maintenance
- Network Device Management – Cisco switches and routers configurations and maintenance
- Printer setup and troubleshooting
- Asset Register / Inventory Management
- Providing remote desktop support using tools like TeamViewer, AnyDesk, and Bomgar
- VoIP - 3CX Software usage on mobile, IP Phone, and laptop
- Jarrison Time usage and troubleshooting, access control

#### L1 Support Engineer | Numata Business IT

Mar 2021 – Feb 2022

- Provided Microsoft 365 administration, handling user creation, password resets, and issue troubleshooting.
- Support Azure Active Directory, configured user accounts and security settings
- Euphoria VoIP usage on laptop and mobile
- Remote Support and Management using N-Able, TeamViewer, AnyDesk
- Managed Active Directory and Group Policy for user permissions and network security
- Printer setup and troubleshooting
- Basic Mimecast usage - SPAM detection and blockage, password resets
- Configured and supported Fortinet VPN user profiles and troubleshooting.

- Software installations and troubleshooting
- Jarrison Time usage and troubleshooting, access control
- Service Desk software - AutoTask, FreshService

### **IT Service Technician | Simplified Technology Solutions**

**Jan 2020 – Feb 2021**

- Hardware repairs - laptop keyboards and displays, etc.
- Hardware upgrades - SSD and RAM Installations, graphics card, etc.
- Software installations and troubleshooting
- Microsoft 365 / Azure Administrator - user creation, password resets, and troubleshooting multiple Outlook and Teams issues.
- Travelling to clients for their day-to-day IT Issues
- Ticketing System - Dynamics 365

### **IT Support Intern and Technician | The Salvation Army**

**Mar 2018 – Dec 2019**

- Microsoft 365 Admin - user creation, password resets, and troubleshooting multiple Outlook and Teams issues.
- New user email creation and setup on the workstation
- Domain management/ Active Directory - user creation and file access rights
- Printer setup and troubleshooting
- Asset Register / Inventory Management
- Software installations and troubleshooting
- Remote Support and Management using TeamViewer, AnyDesk, Bomgar
- 3CX Software usage on mobile and laptop

### **Skills & abilities**

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- Networking: VLANs, OSPF, STP, DHCP, DNS, TCP/IP, VPN (Fortinet, SonicWall), firewall monitoring, VoIP (3CX, Euphoria), Wireshark, Packet Tracer
- Systems & Cloud: Windows Server (Active Directory (AD), Group Policy (GPO), DNS, DHCP), Microsoft 365 Administration, Azure AD, Intune, Exchange Online, Hyper-V, VMware, Proxmox.
- Security and Risk Mitigation: Access control, endpoint protection, vulnerability scanning, patch management, user training & awareness, Anti-Virus, Multi-Factor Authentication
- Tools & Platforms: Autotask, FreshService, Dynamics 365, IT Glue, N-Central, TeamViewer, AnyDesk, Bomgar
- Hardware & Support: PC/Laptop hardware repairs and upgrades (SSD, RAM, keyboards, displays), workstation setup, printer configuration, asset management, customer service
- Operating Systems: Windows 7-11, Windows Server 2012-2025, MacOS, Ubuntu. Linux

### **Projects**

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- Office Network Design: Designed and simulated a 4-floor office network in Packet Tracer with VLAN segmentation, OSPF routing, and secure WPA3 wireless deployment.
- Penetration Testing Lab: Built a VirtualBox environment simulating Kali Linux attacks on Windows VMs for cybersecurity training.
- Syslog Server: Deployed a centralized Syslog server to collect logs for Cisco switches, improving monitoring and incident response times.



REPUBLIC OF SOUTH AFRICA

# National Senior Certificate

Awarded to

**Inamandla Percival Shezi**

Identity number 9309015800085

| Subjects                          | %   | Achievement level |
|-----------------------------------|-----|-------------------|
| English Home Language             | 63  | 5                 |
| IsiZulu First Additional Language | 79  | 6                 |
| Mathematics                       | 43  | 3                 |
| Life Orientation                  | 63  | 5                 |
| Computer Applications Technology  | 55  | 4                 |
| Engineering Graphics and Design   | 55  | 4                 |
| *****                             | *** | *                 |

This candidate is awarded the National Senior Certificate and has met the minimum requirements for admission to diploma or higher certificate study as gazetted for admission to higher education, subject to the admission requirements of the higher education institution concerned.

*With effect from December 2009*

This certificate is issued without alteration or erasure of any kind.

**100 6192 5811 S**



  
Chief Executive Officer



Council for Quality Assurance in  
General and Further Education and Training  
South Africa

(See reverse for more information)

THIS CERTIFICATE IS PRINTED ON WATERMARK PAPER - PLEASE HOLD UP TO THE LIGHT TO VERIFY



Richfield Graduate Institute of Technology (Pty)Ltd  
Reg No. : 2000/000752/07

# RICHFIELD

## GRADUATE INSTITUTE OF TECHNOLOGY

Main Campus  
292 Anton Lembede Street  
Durban, 4001, South Africa  
Private Bag X23  
Umhlanga Rocks, 4320  
Tel : +27 31 304 9340  
Fax : +27 31 306 7936  
Email: info@richfield.ac.za  
www.richfield.ac.za

### ACADEMIC RECORD

Student Name : Mr Inamandla Percival Shezi  
Student ID No : 9309015800085  
Student No : 69420  
Campus : 292 Smith Street  
Date of Issue : 22 November 2017

| DIPLOMA IN INFORMATION TECHNOLOGY<br>(SAQA ID: 88322, NQF LEVEL: 6, CREDITS 360) |                                |    |                      |                                    |    |
|--|--------------------------------|----|----------------------|------------------------------------|----|
| SEMESTER 1 YEAR 2013   |                                |    | SEMESTER 2 YEAR 2013 |                                    |    |
|  | MODULES                        | %  |                      | MODULES                            | %  |
| 1.   | Commercial Programming 511     | 50 | 1.                   | Business Communication 512         | 81 |
| 2.   | Development Software 511       | 66 | 2.                   | Commercial Programming 512         | 50 |
| 3.   | E-Commerce 511                 | 71 | 3.                   | E-Commerce 512                     | 61 |
| 4.   | Internet & Web Technology 511  | 92 | 4.                   | Internet & Web Technology 512      | 51 |
| 5.   | Information Systems 511        | 84 | 5.                   | Information Systems 512            | 75 |
| 6.   | Networks 511                   | 92 | 6.                   | Networks 512                       | 61 |
| SEMESTER 3 YEAR 2014   |                                |    | SEMESTER 4 YEAR 2014 |                                    |    |
|  | MODULES                        | %  |                      | MODULES                            | %  |
| 1.   | Internet Programming 621       | 71 | 1.                   | Internet Programming 622           | 84 |
| 2.   | Database Systems 621           | 50 | 2.                   | Database Systems 622               | 59 |
| 3.   | Networks 621                   | 64 | 3.                   | Networks 622                       | 85 |
| 4.   | Quantitative Techniques 621    | 50 | 4.                   | Operating Systems 600              | 83 |
| 5.   | Information Systems 621        | 56 | 5.                   | Technical Programming 622          | 61 |
| 6.   | Technical Programming 621      | 64 | 6.                   | Information Systems 622            | 75 |
| SEMESTER 5 YEAR 2015   |                                |    | SEMESTER 6 YEAR 2015 |                                    |    |
|  | MODULES                        | %  |                      | MODULES                            | %  |
| 1.   | Human Computer Interaction 700 | 61 | 1.                   | Data Warehousing & Data Mining 700 | 65 |
| 2.   | Information Systems 731        | 53 | 2.                   | Information Systems 732            | 57 |
| 3.   | Elective : Networks 731        | 50 | 3.                   | Elective : Networks 732            | 76 |
| 4.   | Computer Security 700          | 50 | 4.                   | Programming 732                    | 61 |
| 5.   | Technical Programming 731      | 52 | 5.                   | Work Integrated Learning 600       | 76 |

  
**Dr M. Kooblal**  
Chief Academic Officer



# **RICHFIELD**

## **GRADUATE INSTITUTE OF TECHNOLOGY**

*We Certify that*

**INAMANDLA PERCIVAL SHEZI**  
(IDENTITY NO : 930901-5800-085)

*has complied with the requirements for the*  
**DIPLOMA IN INFORMATION TECHNOLOGY**  
(SAQA ID: 88322 : NQF 6 : 360 CREDITS : 3 Years)

*during the*      **2015**      *academic year*

Richfield Graduate Institute of Technology (Pty) Ltd which was previously known as PC Training & BUSINESS COLLEGE (Pty) Ltd is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, 1997, Registration Certificate No.2000/HE07/008. In addition, its qualifications are accredited by the Council on Higher Education and registered on the National Qualifications Framework by the South African Qualifications Authority.


**Student Reference: HIT/03/04 / 69420 / 089**

**Place of Issue: DURBAN**

**Campus: Durban**  
**292 Anton Lembede Street**

**Date of Issue: 1<sup>st</sup> Day of October 2017**



  
\_\_\_\_\_  
**Dean of Faculty**

  
\_\_\_\_\_  
**Chief Academic Officer**



## Inamandla Shezi

has successfully passed all requirements for

### Microsoft 365 Certified: Fundamentals



Credential ID: 1924488B2B12DF72

Certification number: BB10B5-8D4B6D

Earned on: March 13, 2020

[Online Verifiable](#)

Satya Narayana Madella



## Inamandla Shezi

has successfully passed all requirements for

### Microsoft Certified: Azure Fundamentals



Credential ID: 33BEB8EEA7B196F

Certification number: 3A2Q55-10B728

Earned on: February 17, 2023

[Online Verifiable](#)

Satya Narayana Madella

# ISC2

# International Information System Security Certification Consortium

The ISC2 Board of Directors hereby awards

## Inamandla Percival Shezi

the credential of

### Certified in Cybersecurity

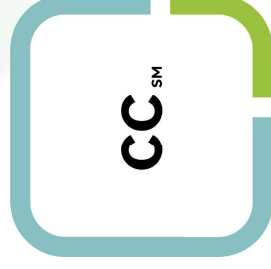
Having met all of the certification requirements, adoption of the ISC2 Code of Ethics, and successful performance on the required competency examination, subject to recertification every three years, this individual is entitled to all of the rights and privileges associated with this designation, as defined in the ISC2 Bylaws.



Dan Houser - Chairperson



Laurie-Anne Bourdain -  
Secretary



1931240

Certification Number

Aug 1, 2024 - Jul 31, 2027

Certification Cycle

Certified Since: 2024



## Inamandla Shezi

has successfully passed all requirements for

### Microsoft Certified: Security, Compliance, and Identity Fundamentals

Credential ID: E3F1394FF7EB62CE

Certification number: 105768-013ZB3

Earned on: June 18, 2025



Satya Narayana Madella



9 Courses

**Foundations of  
Cybersecurity**

**Play It Safe: Manage  
Security Risks**

**Connect and Protect:  
Networks and Network  
Security**

**Tools of the Trade: Linux and  
SQL**

**Assets, Threats, and  
Vulnerabilities**

**Sound the Alarm: Detection  
and Response**

**Automate Cybersecurity  
Tasks with Python**

**Put It to Work: Prepare for  
Cybersecurity Jobs**

**Accelerate Your Job Search  
with AI**



Nov 11, 2025

## Inamandla Shezi

has successfully completed the online, non-credit Professional Certificate

# Google Cybersecurity

Those who earn the Google Cybersecurity Certificate have completed eight courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in cybersecurity. They are competent in beginner-level Python, Linux, SQL, Security Information and Event Management (SIEM) tools, and Intrusion Detection Systems (IDS). They know how to identify common cybersecurity risks, threats, and vulnerabilities, as well as the techniques to mitigate.

Amanda Brophy  
Global Director of  
Google Career  
Certificates

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Verify this certificate at:

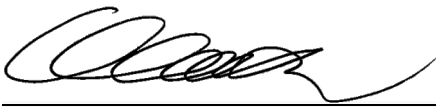
<https://coursera.org/verify/professional-cert/2JNPTBZYNPKR>

**This certifies that  
Inamandla Shezi  
has achieved  
Fortinet Certified Associate in Cybersecurity**

Date of achievement: December 1, 2025

Valid until: December 1, 2027

Certification validation number: 6246222933IS



**Ken Xie**  
CEO of Fortinet



**Michael Xie**  
President and Chief Technology  
Officer (CTO), Fortinet



Verify this certification's authenticity at:  
<https://training.fortinet.com/admin/tool/certificate/index.php>