

LINATHI MQALO

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PROFESSIONAL SUMMARY

Systems & Cloud Administrator with proven experience managing and securing multi-tenant cloud and web hosting environments supporting 80+ client sites. Skilled in Windows Server administration, DNS and email configuration, and vulnerability patching maintaining 96–97% uptime and reducing security incidents by 98%. Certified in AWS Cloud Practitioner, Cisco Junior Cybersecurity Analyst, and trained on Microsoft MCSA/MCSE, with growing expertise in Cloud Infrastructure and Security Operations. Recognized for improving operational reliability, optimizing performance, and delivering fast, consistent technical support to global teams.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Systems & Servers:**
Windows Server 2022, Ubuntu, Active Directory, MacOS, Plesk, cPanel, Remote Desktop, Backup & Recovery, System Imaging, Disaster Recovery Planning
- **Cloud Platforms:**
AWS (EC2, S3, IAM, Cloud Practitioner), Azure, Google Cloud Platform, Google Workspace, Cloudflare (WAF, DNS, Performance Optimization)
- **Security & Monitoring:**
Vulnerability Management, Security Hardening, Firewalls (Fortinet, PfSense), VPNs (SoftEther), DNS & Email Security (SPF, DKIM, DMARC), SIEM (Wazuh, Security Onion), TPOT Honeypot, Log & PCAP Analysis, Threat Detection, YARA Rules, CVE Exploitation, Incident Response
- **Penetration Testing & Analysis:**
Kali Linux, Nmap, Metasploit, Burp Suite, Enumeration, Privilege Escalation, Malware Analysis, Nessus, OpenVAS
- **Networking & Virtualization:**
DNS, DHCP, TCP/IP, VLANs, Router & Switch Configuration, Network Segmentation, VMware, VirtualBox
- **Web & Development:**
WordPress, Webflow, Shopify, Wix, HTML, CSS, JavaScript, Python, Node.js, React, C#, REST APIs, SSL/TLS Management
- **Tools & Platforms:**
Git, GitHub, Vercel, HubSpot, MySQL, MongoDB, MariaDB, Freshdesk, AnyDesk, TeamViewer, Atera, ClickUp, Trello

WORK EXPERIENCE

February 2024 - PRESENT

SYSTEMS ADMINISTRATOR, BeMySocial

Spearheaded server management, web development support, and cybersecurity measures for in-house operations, ensuring optimal performance and security for 100+ websites hosted on

multiple servers.

- Maintained and optimized hosting environments supporting 80+ client websites, achieving 96–97% uptime and improving infrastructure reliability by 10% within six months.
- Deployed monthly system and security patches, reducing brute-force and automated attack activity by 98% through hardened configurations and firewall management.
- Configured DNS, MX, SPF, DKIM, DMARC, and SSL certificates to secure mail routing and domain performance, decreasing certificate-related downtime by 30%.
- Performed site migrations (under 10GB in <1 hour, up to 64GB in ~4 hours) with under 2 minutes of downtime per migration.
- Optimized client websites on WordPress, Webflow, and Shopify, improving performance scores by 50+ points (32% → 82%) and enhancing user experience.
- Managed onboarding/offboarding for remote users (RDP, Google Workspace, HubSpot) with 1-hour completion time per setup.
- Authored internal SOPs and knowledge base articles, reducing repeat issues and increasing support efficiency by 30%.
- Monitored uptime and system health using Cloudflare and custom dashboards, ensuring rapid incident response and continuity.

Key Achievements:

- Achieved zero critical security incidents after full implementation of system hardening and patch management.
- Coordinated with third-party vendors to optimize systems, leading to streamlined workflows and a 73% productivity increase post-remote server migration from EU to South African data centers (completed 2 weeks ahead of schedule with only 3 hours downtime for 10+ users).

April 2023 – January 2024

I.T SUPPORT TECHNICIAN, I.T Solutions

Provided Level 2 IT support under SLA agreements for 50+ diverse clients (e.g., law firms, retail, real estate, schools), managing remote and on-site systems to minimize downtime and enhance security.

- Delivered technical support under SLA for 20+ clients across multiple sectors, resolving 12+ daily tickets and improving system uptime by 40%.
- Administered Active Directory, VPNs, and Outlook environments, cutting setup time by 25% and enhancing access security.
- Conducted server patching, network troubleshooting, and endpoint protection installation, reducing vulnerabilities by 30%.
- Collaborated with team members to deploy centralized IT monitoring for 12 nationwide branches, reducing project delivery time by 50%.
- Authored technical guides for end-users and junior technicians, decreasing repeated support calls by 20%.

January 2021 – December 2022

FREELANCE WEB DEVELOPER, Freelancing

Developed and optimized responsive websites for startups and businesses, incorporating security best practices to ensure scalability and performance.

- Designed and developed secure, responsive websites using WordPress, Webflow, and React.js for small business clients.
- Implemented HTTPS, input sanitization, and performance optimization, reducing vulnerabilities and increasing SEO performance by 20%.

- Provided ongoing maintenance, security updates, and analytics tracking to ensure reliability and growth.

January 2020 – March 2020

LAN ADMINISTRATOR INTERN, Damelin College

Assisted in network deployment and system troubleshooting for campus-wide IT infrastructure, focusing on security monitoring.

- Deployed LAN infrastructure by running cables and configuring networks, improving connectivity and reliability across labs.
- Diagnosed and resolved hardware/software issues, reducing system downtime including network misconfigurations.
- Performed malware scans and implemented endpoint security protocols on devices like laptops and printers, identifying and removing vulnerabilities.

PROJECTS & PERFORMANCE HIGHLIGHTS

Selected Achievements & Projects: Demonstrated results in improving infrastructure reliability, cybersecurity readiness, and operational efficiency.

- Enhanced infrastructure security, blocking 98% of automated attack activity through proactive monitoring and system hardening.
- Maintained 96–97% uptime across client systems, improving operational continuity and service reliability.
- Conducted SIEM log monitoring and analysis (Wazuh, Security Onion) to strengthen incident response capabilities.
- Streamlined onboarding and documentation processes, reducing setup and response times by 40%.

CERTIFICATIONS

- **AWS Certified Cloud Practitioner:** Amazon Web Services (Completed)
- **Cisco Networking Academy:** Junior Cybersecurity Analyst, Introduction to Cybersecurity (Completed)
- **MyGreatLearning (Olympus):** Types of Cybersecurity, Cyber Forensics, Azure, Introduction to Cryptography (Completed)
- **eLearning ADBI:** AI for Social Impact, Cybersecurity (Completed)
- **Microsoft MCSA/MCSE:** (Training Completed – No Certificate Issued)
- **CompTIA Security+:** In Progress (Optimi College – Online)

EDUCATION

- **Full Stack Web Development** – HyperionDev, Cape Town (Training Attended – Not Completed, 2022)
- **Self-Paced Software Development Curriculum** – FreeCodeCamp (Completed, Online – 2021)
- **Diploma in Information Technology** – Damelin College, East London (Completed, 2017–2019)