

KABELO MAGALEGALE MAEPA

PERSONAL

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OBJECTIVE A position in the field of computers with special interest in information processing, systems management, information security, computer & network architecture, customer services and to bring about innovation and new skills to the organization.

SKILLS & ABILITIES

PERSONAL SKILLS

- PEOPLE SKILLS
- PROBLEM SOLVING/ CREATIVITY
- EFFECTIVE COMMUNICATION
- DIVERSITY SENSITIVITY
- LEADERSHIP AND MANAGEMENT
- BEING A HANDY PERSON

PERSONAL QUALITIES

- PROFESSIONALISM AND WORK ETHIC
- POSITIVE ATTITUDE AND ENERGY

IDE'S AND OTHER DEVELOPMENT TOOLS

- MICROSOFT VISUAL STUDIO
- EMBACADERO
- NET BEANS
- BRACKETS
- NOTEPAD++

PASSION

- BUSINESS ANALYSIS AND DEVELOPMENT
- WORKING WITH DATABASE
- ANALYZING SYSTEM
- FIXING COMPUTERS

SYSTEM DEVELOPMENT PROCESSSS

- AGILE AND ITERATIVE DEVELOPMENT

FRAMEWORKS

- ASP.NET

PROGRAMMING LANGUAGES

- PHP
- C#
- C++
- VB.NET / VBA
- HTML
- CSS
- SQL
- PL/SQL
- JavaScript

DATABASES

- ORACLE
- MS ACCESS

OPERATING SYSTEM

- WINDOWS XP/7/8/10
- LINUX (KALI)

ANALYTICS

- POWERBI

HELPDESK SYSTEMS

- FRESHDESK
- EXCEL LOGBOOK
- SHARED MAILBOXES

OFFICE PRODUCTIVITY

- MICROSOFT OFFICE
- MICROSOFT VISIO
- MICROSOFT SHAREPOINT
- MICROSOFT FLOWS
- MICROSOFT AZURE

OTHER SOFTWARES

- Anydesk
- TeamViewer
- N-Able

AUTOMATION SOFTWARES

- Adroit

EDUCATION

MOTEANE SECONDARY SCHOOL --- LIMPOPO --- GRADE 12 -- 2012

TSHWANE UNIVERSITY OF TECHNOLOGY -- NATIONAL DIPLOMA -- 2019

CERTIFICATES -- 2021

- CompTIA A+ 2019 Core 1 (Mastery)
- CompTIA A+ 2019 Core 2 (Mastery)
- CompTIA Network + 2017 (Mastery)
- ITIL 4 Foundation (Mastery)
- Microsoft Azure Fundamentals (Certificate of Attendance)

PROFESSIONAL DEVELOPMENT -- ALTRON BYTES PEOPLE SOLUTIONS

- TIME MANAGEMENT
- TEAMWORK
- COMMUNICATION AND REPORT WRITING
- PENTEST+
- CYBER ATTACK AND DEFENSE PROJECT

WORK EXPERIENCE

TOCOCENTO -- IT CONSULTANT -- 01 JULY 2024 -- PRESENT

DUTIES & RESPONSIBILITIES

- REMOTE TROUBLESHOOTING AND ISSUE RESOLUTION.
- BASIC SOFTWARE SUPPORT (INSTALLATION, UPDATES, CONFIGURATION).
- GENERAL ADVICE ON IT SYSTEMS AND PROCESSES.
- ASSISTANCE WITH CONNECTIVITY AND NETWORK ISSUES.
- BASIC HARDWARE SUPPORT (LIMITED TO SOFTWARE TROUBLESHOOTING).

BUMBA TECHNOS -- CLOUD ENGINEER & TECHNICAL SUPPORT -- 21 JULY 2023 - 28 JUNE 2024

DUTIES & RESPONSIBILITIES

- OFFICE 365 (ADMIN)
- MICROSOFT OFFICE SUITE SUPPORT
- LOCAL & AZURE ACTIVE DIRECTORY (USER, COMPUTERS & GROUPS CREATION) -- GROUP POLICIES, ROLES, SHARED FILES AND PRINTERS & OUS
- USER DESKTOP SUPPORT (HARDWARE -- HP & SOFTWARE SUPPORT -- OFFICE SUITE, ADOBE ACROBAT & WINDOWS 10 & 11 & ESET ANTIVIRUS)
- HOST SERVER & VMS MONITORING (HYPERV HYPERVISOR)
- SLA COMPLIANCE (LIAISE WITH ISPS & OTHER SUPPLIERS)
- LIAISE WITH DIFFERENT CLIENT & SUPPLIERS
- SHAREPOINT ADMINISTRATION & MAINTENANCE
- ONEDRIVE
- DATA RECOVERY SOLUTIONS (REDSTOR & VEEAM)
- KONIKA MINOLTA PRINTER MAINTENANCE (USER AUTHENTICATION, STORE ADDRESSES) -- INSTALLATION
- CYBERSECURITY AWARENESS TRAINING
- NETWORK TROUBLESHOOTING (LAN & WAN)
- REMOTE SUPPORT (TEAMVIEWER)
- FRESHDESK (HELPDESK APP)
- POWER BACKUP MONITORING (REMOTE)
- VIDEO CONFERENCING (HIKVISION PROJECTOR)
- CYBERSECURITY AWARENESS
- ON-SITE & REMOTE SUPPORT
- YEALINK HANDSETS & DESK PHONES CONFIGURATION (IZWI PBX) -- VOYS DESKTOP APP
- UPS LIVE MONITORING

MAREDI TECHNOLOGIES CC -- IT TECHNICAL SUPPORT -- 11 JANUARY 2022 -- 31 JANUARY 2023

DUTIES & RESPONSIBILITIES

- OFFICE 365 (ADMIN)

- MICROSOFT OFFICE SUITE SUPPORT
- LOCAL & AZURE ACTIVE DIRECTORY (USER, COMPUTERS & GROUPS CREATION) – GROUP POLICIES, ROLES, PRINTERS & OUS
- USER DESKTOP SUPPORT (HARDWARE – DELL, LENOVO & HP & SOFTWARE SUPPORT – OFFICE SUITE, ADOBE ACROBAT, WEBROOT ANTIVIRUS & WINDOWS 10 & 11)
- VOIP CONFIGURATION & MANAGEMENT (YEASTER & YEALINK) – LINKUS WEB /MOBILE APP
- SLA COMPLIANCE
- SHAREPOINT ADMINISTRATION & MAINTENANCE
- ONEDRIVE
- DATA RECOVERY SOLUTIONS (REDSTOR)
- KONIKA MINOLTA PRINTER MAINTENANCE (USER AUTHENTICATION, STORE ADDRESSES) – INSTALLATION
- HIKVISION CAMERAS MANAGEMENT & LIVE MONITORING (HIKCONNECT)
- IT SALES SUPPORT (TECHNICAL REQUIREMENTS & PRICING FOR TENDER SUBMISSION)
- CYBERSECURITY AWARENESS TRAINING
- NETWORK TROUBLESHOOTING (LAN & WAN)
- REMOTE SUPPORT (TEAMVIEWER/ ANYDESK)
- POWER BACKUP AND CCTV CAMERAS MONITORING

ALTRON BYTES PEOPLE SOLUTIONS – INTERN (CYBERSECURITY ANALYST) 03 MAY 2021 - PRESENT

DUTIES & RESPONSIBILITIES

- DEVELOPING, UPDATING, AND IMPLEMENTING SECURITY MEASURES AND CONTROLS.
- PERFORMING ASSESSMENTS OF THE IT SECURITY/RISK POSTURE WITHIN THE
- IT NETWORK AND SYSTEMS.
- RISKS ASSESSMENTS AND
- VULNERABILITIES ASSESSMENT. .
- SECURE DIGITAL FILES AND INFORMATION SYSTEMS, PROTECTING THEM FROM UNAUTHORIZED ACCESS OR TAMPERING.
- PROVIDE TECHNICAL SUPPORT AND MONITOR SECURITY ACCESS.
- PERFORM REGULAR INTERNAL AND EXTERNAL SECURITY AUDITS.
- MONITOR AND ANALYZE INTRUSION DETECTION SYSTEMS (IDS), INTRUSION PREVENTION SYSTEMS (IPS), AND SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM).
- CREATE, MODIFY, AND UPDATE IDS, IPS, AND SIEM RULES.
- ANALYZE THE SOURCE OF SECURITY BREACHES.
- RECOMMEND AND IMPLEMENT SECURITY TOOLS AND ANTI-MALWARE SOFTWARE.
- DETERMINE, ADAPT, AND MAINTAIN CORPORATE SECURITY PROCEDURES AND POLICIES.
- PROVIDE STAFF WITH SECURITY AWARENESS TRAINING.
- COORDINATE SECURITY MEASURES WITH EXTERNAL CONTACTS.
- INFORM MANAGEMENT OF SECURITY VULNERABILITIES.
- IDENTIFY CYBERCRIME PERPETRATORS AND LIAISE WITH THE APPROPRIATE AUTHORITIES IF NECESSARY.
- RECOGNIZE POTENTIAL, SUCCESSFUL, AND UNSUCCESSFUL INTRUSION ATTEMPTS AND COMPROMISES THOROUGH REVIEWS AND ANALYSES OF RELEVANT EVENT DETAIL AND SUMMARY INFORMATION.
- MAINTAIN RECORDS OF SECURITY MONITORING AND INCIDENT RESPONSE ACTIVITIES.
- REPORT ON FINDINGS AND RECOMMENDATIONS FOR CORRECTIVE ACTION.

KELE GROUP HOLDINGS – INTERN (IT SUPPORT) – 03 DEC 2018 – 30 SEP 2020

DUTIES & RESPONSIBILITIES

- MAINTAINING OFFICE 365 AND ACCOUNTS
- TOSHIBA PRINTER MAINTANANCE
- MAGAGING ICT ACCOUNTS AND LICENSES
- ICT ASSEST MANAGEMENT
- CUSTOMER SERVICE
- TASK MINING
- MAINTAINING WEB APPLICATIONS (WORDPRESS)
- ICT ASSET VALUATION AND VERIFICATION
- ICT AUDITS
- SHAREPOINT DEVELOPMENT AND MANAGEMENT
- MICROSOFT FLOWS
- LAPTOPS SETUPS AND ACCOUNTS
- ATTENDING LOGGED CALLS VIRTUALLY (TELEPHONICALLY, ANYDESK AND TEAMVIEWER)
- DATA MANAGEMENT AND BACKUPS (ONEDRIVE)
- UPDATING AND INSTALLING WINDOWS OS

- INSTALLING AND UPDATING ANTIVIRUSES
- VIDEO CONFERENCING (SAMSUNG)

REFERENCES

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