



# Mbuyiseni Malambule

Curriculum Vitae (CV)

What job i'm looking for? My positive points

- Excellent written and verbal communication skills
- Good analytical and problem-solving skills
- Organisation and planning skills
- Telephonically and remote desktop support
- Shared-Drives and Folders Admin (dfs)
- High level MS Office proficiency (Outlook, Word, Excel, PowerPoint)

I am now currently working for Groupe Clarins as Desktop Engineer and I was a first-line service desk agent then a 2nd line potential server engineer with high and impressive performance to reach very good SLA at Datacentrix Pty (ltd).

I have a national Diploma in IT (support services - Equivalent to A+, N+, HTML, Server Support), MCSE-Windows Server 2012-R2 and Call Centre occupational certifications. I can be a very good asset to your organizations as I am still eager and willing to grow more in this field of IT support. This is my fifth year (2021) in IT Operation environment, thank you.

Mr M Malambule (082 750 3718)

- Preferred occupation
- Computer technician  
IT, computing jobs
  - Server Administrator  
IT, computing jobs
  - Microsoft Office Exchange Admin  
IT, computing jobs
  - Printing Solutions  
IT, computing jobs
  - End User Technical Support  
IT, computing jobs

Preferred work location

**Durban City**  
KwaZulu-Natal

I am looking to add more value In your organization with my strong experience and knowledge in Computer support, printing system, Internet, and daily user support. I am from Mseleni under South Coast (Ugu) uMkhanyakude and have strong knowledge of IT support in Schools (Education), Health Sector and more as accumulated in Gauteng big IT companies.

**Mtubatama**  
KwaZulu-Natal

I (Mbuyiseni MALAMBULE) am a very **skilled**, critical thinking, smart, good team player and respecting and enthusiastic individual. I have good first line and second-line customer support skills. I am an effective listener and I am customer oriented.

**Mkuze**  
KwaZulu-Natal

**BIG 5 local municipality**  
KwaZulu-Natal

My Skills in Brief:

**Umhlabuyalingana Areas**  
KwaZulu-Natal

**Ermelo**  
Mpumalanga

- Customer first line support
- Active Directory, Hyper-V, Exchange, O365, MySQL Database, customer support
- DHCP Server support
- Mimecast admin

Piet Retief  
Mpumalanga

Witbank  
Mpumalanga

Johannesburg  
Gauteng

Pretoria / Tshwane  
Gauteng

Midlands  
KwaZulu-Natal

North Suburbs  
KwaZulu-Natal

West Suburbs  
KwaZulu-Natal

Drakensberg  
KwaZulu-Natal

Richards BAY  
KwaZulu-Natal

### Contacts and general information about me

Gender	Male
Residential location	South Coast (Ugu) KwaZulu-Natal
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

### Work experience

Working period	<b>nuo 2016.01 iki 2016.12</b>
Company name	Gauteng Department Of Health
You were working at:	Computer technician
Occupation	Desktop Support
What you did at this job position?	Installing OS, Apps & Application support. Users,OU Creation and Administration in Active Directory Supporting and Configuring Printer machines Logging Calls and resolving daily user problems Capturing Data with attention to Details Supporting MS office and using Google Docs Maintaining the local Network Infrastructure

Working period **nuo 2017.11 iki 2018.11**  
 Company name Datacentrix  
 You were working at: Computer technician  
 Occupation Server Engineer  
 What you did at this job position? Full Support of Server Admin, AD and Exchange. User Creation and Administration in Active Directory. Supporting and managing Printers. Providing First line and second line support. Managing environment in server perspective for ideal and potential Datacentrix outsourcing Clients. Exchange and mail flow support. Mime-Cast administration. Hyper-V Support Mailbox, Distribution List, Shared-Folders A

Working period **nuo 2018.11 iki 2019.11**  
 Company name Clarins SA  
 You were working at: Computer technician  
 Occupation Desktop Support Technician  
 What you did at this job position? Installing OS, Apps & Application support. Users,OU Creation and Administration in Active Directory Supporting and Configuring Printer machines Logging Calls and resolving daily user problems. Office 365 administration Printer Support File share and storage admin and backup admin

Working period **nuo 2019.11 iki 2021.01**  
 Company name DBS Technology  
 You were working at: Computer technician  
 Occupation Onsite Technician  
 What you did at this job position? Installing OS, Apps, Software & Application support. Users Creation and Administration in Active Directory Supporting and Configuring Printer machines Logging Calls and resolving daily user problems. Office 365 administration File share and storage admin and backup admin. Autodesk Revit Support. Network administration. Desktop and server admin. A+ administration Zoom and MS team's admin

**Education**

Educational period **nuo 2007.01 iki 2011.12**  
 Degree Grade 12 / Matric  
 Educational institution Bhevula High School  
 Educational qualification Matric/ Grade 12  
 I could work Data Capturer

Educational period **nuo 2012.01 iki 2015.12**  
 Degree Diploma  
 Educational institution Tshwane University of Technology  
 Educational qualification NDip Information Technology (Support Services)  
 I could work IT Support Specialist

Educational period **nuo 2017.03 iki 2017.06**  
 Degree Certificate  
 Educational institution Broadband Collage  
 Educational qualification Microsoft Certified Solutions Expert  
 I could work Server Administration (Active Directory and Exchange) □  
 Mimecast administration □ LAN Support □ Helpdesk Support □  
 Office 365 Administration □ Application and Desktop Support. □  
 Installing and configuring windows server 2012; Administering  
 Windows Server

Educational period **nuo 2017.02 iki 2017.03**  
 Degree Certificate  
 Educational institution Southampton City Collage  
 Educational qualification Inbound and Outbound Call Center  
 I could work I can work under emergency call centre services

**Languages**

Language	Speaking level	Understanding level	Writing level
isiZulu	fluent	fluent	fluent
English	very good	very good	very good
isiXhosa	basic	good	basic
Sepedi	good	good	basic
Setswana	good	good	basic

**Computer knowledge**

- attention to detail.
- Pro-Active
- Negotiation skills
- Excellent written and verbal communication skills
- Good analytical and problem-solving skills
- Organization and planning skills
- Telephonically and remote desktop support
- Shared-Drives and Folders Admin (dfs)
- High level MS Office proficiency (Outlook, Word, Excel, PowerPoint)

• Customer first line support  
**Conferences, seminars**

- Active Directory, Hyper-V, Exchange, O365, MySQL Database, customer support
- Microsoft Team and Zoom Training Seminars
- DHCP Server support

• Mimecast admin  
**Additional information**

- PowerShell Intermediate skills
- Your hobbies Giving people IT basic skills and support such as making sure system helps system/offline at all times of the day in any facilities
- Assist users that have logged call system helpdesk system/offline at all times of the day in any facilities
- Server support using iLO address as well.
- Surveillance camera support Gym/Sport
- Ticket or call handling Researching new Technology ways to make life easier
- Driver license C1 Heavy Vehicle 3,500kg - 16,000kg
- Driver license for Excellent documentation skills 2020-12-00 (3 years)
- Salary R17000 R40000 R per month
- Desktop Support; LAN and WI-FI and Printers R17000 R per month
- Hardware, Hyper-v and HPE OneView R11500 R per month
- Easily and well adaptation to a new change or environment
- Technical Support