



Johannes Sibanyoni

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am currently looking for a job as a "System Administrator" , "Network Administrator" , "Server Administrator" and Senior Technician, I have very strong analytical skills. I will try to solve the problem's source not the problem.I will never hesitated to accept my failures.

Preferred occupation	Network administrators IT, computing jobs
Preferred work location	Johannesburg Gauteng

Contacts and general information about me

Day of birth	1985-07-29 (39 years old)
Gender	Male
Residential location	Johannesburg Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period **nuo 2016.08 iki 2017.04**
Company name Commercial ICT
You were working at: Network administrators
Occupation Network Engineer
What you did at this job position? Escalate IT issues to the IT Manager where necessary
Creation/deletion/management of objects, i.e. local user accounts, groups, workstations, servers, printers User administration (setup and maintaining account) Working under no supervision Quickly arrange repair for hardware in occasion of hardware failure Client visits for onsite maintenance to keep the clients happy Fiber optic installations Setting up emails on Android phones Support on VOIP (Yealink phones) Resetting domain user passwords Lock/unlock domain user accounts Exchange Management console Correction on email accounts and changing names Office 365 management Installing and Upgrades of Switches Installing OS on Server 2008 R2 & Server 2012 R2 Support up to my limited knowledge on Mac OS Cloning OS's Setting up wireless ADSL routers Troubleshooting Sage Pastel app issues Firewall Installation & configuration Server 2008 & 2012 R2 domain setup Backup Monitoring Exchange Directory Configuring ADSL Routers

Working period **nuo 2016.01 iki 2016.07**
Company name VNS (Vision Network Solutions)
You were working at: Network administrators
Occupation System Administrator
What you did at this job position? Creation/deletion/management of objects, i.e. local user accounts, groups, workstations, servers, printers User administration (setup and maintaining account) Maintaining system Verify that peripherals are working properly Quickly arrange repair for hardware in occasion of hardware failure Monitor system performance Install software Create a backup and monitoring Monitor network communication Update system as soon as new version of OS and application software comes out Documentation in form of internal wiki User Domain password and identity management Resetting domain user passwords Lock/unlock domain user accounts Exchange Management console Correction on email accounts and changing names Office 365 management Installing Unmanaged Cisco, HP Switches and sometimes configuring basic setups Installing OS on Server 2008 R2 & Server 2012 R2 Limited knowledge on Mac OS & Linux. Cloning OS's Setting up wireless ADS routers Troubleshooting Sage Pastel app issues Sonicwall traffic management Server 2008 & 2012 R2 installations and troubleshooting Backup Monitoring Exchange Directory Hyper V mounting and installation Configuring ADSL Routers

Working period	nuo 2015.03 iki 2015.12
Company name	Netsurit
You were working at:	Network administrators
Occupation	Senior Onsite Support
What you did at this job position?	<p>Escalate IT issues to the IT Manager where necessary Lotus Notes Application Undertake small to medium-sized IT projects as instructed by the IT Manager Provide desktop and server support for clients Support and maintain MS Server/Desktops and MS Exchange Setting up and configuring new laptops and desktops Install authorized software to laptops and desktops Ensuring security and upgrades are applied and kept up to date on desktops and laptops Antivirus installation to all desktops and laptops Managing Hyper V for SAN and Virtual Servers Reporting faults and maintaining logs on servers, desktops and laptops Ensure all logs for equipment and users are maintained Ensuring all software purchased licensing is recorded and maintained Exchange server mailbox maintenance including archiving mailboxes Setting up new users and disabling expired accounts in accordance with HR requirements Setting up LAN printers remotely Remote Desktop support Supporting servers Monitor and maintain backup operations on site Support of MS programmes Manage computers report, Domain Controllers and Inactive Computers Account Creation - User Services Group Policy Creation/Troubleshooting - User Services Domain Trusts AV and security updates Password resets, basic MS Office questions, field initial calls, typically resolved on the phone during the initial call and working on Windows Server 2012, Windows Server 2008 R2 and Windows Server 2003 Modifying, adding and editing Emails on the Cloud Service Renaming User's profile in the Active Directory Deletion of trust relationship Domain computers in the Active Directory Troubleshoot email and internet issues Checking connectivity on Cisco Switches and Cisco Routers to ensure that the LAN is up and running Setting up emails, Wi-Fi, installing, uninstalling and general troubleshooting on iPhone and Samsung S5/6 Support for top management (VIP) Manage and maintain PABX system and connectivity VMware Troubleshooting</p>

Working period	nuo 2014.04 iki 2014.11
Company name	CEB Maintenance
You were working at:	Network administrators
Occupation	Customer Engineer
What you did at this job position?	Maintaining multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities Configure and setup LAN and WAN, Troubleshooting malfunctions of network hardware and software applications Drivers installations on XP, Windows7 and Setup network printers. Domain & Active Directory Create and maintain regular statistic and documentation for all IT processes and procedures Troubleshooting a variety of computer issues Configuring computer networks Installing hardware and software systems Maintain log and/or list of required repairs and maintenance Provide network accounts and passwords as required Input and maintain IP addresses Install work stations Connect and set up hardware Load all required software Remote Desktop assistance Installing Hardware and Software on Servers Installing Network Printers and Local Printers Product Supported, HP, IBM, NCR and Toshiba Installation of Cisco Routers Active Directory Management & Exchange VMWare Installation and Management

Working period	nuo 2009.05 iki 2013.10
Company name	Dell Computers
You were working at:	Network administrators
Occupation	Client Technical Support Senior Associate
What you did at this job position?	<p>RINCIPAL DUTIES, RESPONSIBILITIES& COMPETENCIES Provides first-level technical support on Dell supplied Workstations, Notebooks, Desktops and/or peripherals. Provides first-level technical support on Dell Supplied software and applications Provides collaborative technical support on non-Dell Supplied software, applications and hardware as prescribed within current service level statements of work. Identifies and resolves issues affecting customer client systems Uses troubleshooting techniques and tools to identify technical defects/issues Assumes a proactive role in technical support call avoidance by identifying known problems and documenting resolutions Actively supports the customer in all aspects through to problem resolution, keeping the customer informed and updated throughout life of incident Issues service calls in line with documented guidelines and procedures Clearly and concisely logs and tracks details of solutions provided to resolve customer issue (logs all ACD calls, emails and call-backs) maintaining and updating customer database in CRM tools Consistently performs to set KPI's. Actively seeks and records customer email addresses on each instance of customer contact Escalates problems in line with documented procedures, as appropriate Maintains knowledge of Dell's product line and service offerings along with future industry products and technologies Attends required technical training sessions and makes effective use of assigned lab time Promotes the sale of any upgrade kits, Spare Parts and warranty upgrades. Process's quotes and orders in line with Dell Sales process's and standards. Complies with schedule adherence to ensure overall service level targets are achieved Supporting Hardware on Servers E-mail Support Provide service on Office 2007 Notebooks, User Profile Management. WAN, LAN/TCP, Wireless, 3G networking knowledge Working through of all software currently shipped with Dell client products with advanced knowledge of legacy operating systems: Windows XP; Windows Vista; Windows 7& Windows 8. Report Generation (on Sales / Quotes / Admin / Technical staff) Quotes (All types) to clients Dell Switches</p>

Education

Educational period	nuo 1999.01 iki 2003.12
Degree	Grade 12 / Matric
Educational institution	Twasongu Secondary School
Educational qualification	Matric Certificate
Educational period	nuo 2006.02 iki 2008.11
Degree	Diploma
Educational institution	Cida ICT Academy
Educational qualification	IT Diploma

Educational period **nuo 2009.08 iki 2009.08**
 Degree Certificate
 Educational institution Blue Print
 Educational qualification Valuing Diversity, Time & Priority Management, Developing & Managing Yourself

Educational period **nuo 2011.03 iki 2011.03**
 Degree Certificate
 Educational institution Torque IT
 Educational qualification CompTiA Server +

Educational period **nuo 2013.03 iki 2013.03**
 Degree Certificate
 Educational institution Torque IT
 Educational qualification CCVP 640-461 (Cisco Certified Voice Profession)

Educational period **nuo 2012.12 iki 2012.12**
 Degree Certificate
 Educational institution Torque IT
 Educational qualification Microsoft Windows 7

Educational period **nuo 2013.03 iki 2013.03**
 Degree Certificate
 Educational institution Jeppe College
 Educational qualification ITIL Foundation in IT Service Management

Languages

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

Computer knowledge

Service desk that provide basic technical support to the client's desktops & laptops via the phone, email and remote tools

- Issues that you will be required to troubleshoot include password resets, printer set up, troubleshooting account specific client applications, and basic diagnosing of the desktop/laptop software problems

Conferences, seminars

BLUE PRINT 27 August 2009 Valuing Diversity
 BLUE PRINT 22 September 2009 Time & Priority Management
 BLUE PRINT 13 & 14 October 2009 Developing & Managing Yourself
 TORQUE IT 25 March 2011 CompTIA Server +
 TORQUE IT 27 March 2013 CCVP 640-461 (Cisco Certified Voice Profession)
 TORQUE IT 06 December 2012 Microsoft Windows 7
 JEEPE COLLEGE 14 March 2013 ITIL Foundation in IT Service Management

Recommendations

Contact person Meriting Robalao
 Occupation Team Leader
 Company Netsurit
 Telephone number 0726022600

Contact person Naeem Khahn
 Occupation Team Leader
 Company CEB Maintenance
 Telephone number 0832736925

Contact person Oscar Apleni
 Occupation Team Leader
 Company Dell Computers
 Telephone number 0796976657

Contact person Arno
 Occupation Team Leader
 Company VNS
 Telephone number 0769723797

Additional information

Your hobbies Snooker
 Swimming
 Soccer
 And going out
 Driver licenses EB Articulated Light Vehicle ≤ 3,500kg
 Driver license from 2011-04-00 (13 years)
 Salary you wish 20000 R per month
 How much do you earn now 16000 R per month