Dipuo *Ngwenya*

Contact

Midrand, Gauteng
+27 79 921 7848 / +27 60 520 9179
ngwenyadipuo39@gmail.com
Date of Birth: 13 February 1991
Driver License: Code 10
Marital Status: Single
Nationality: South African

Education & Certificates

Microsoft 365 Certified - 2020
Security Administrator Associate
Enterprise Administrator
Expert(MS100&101)
Design an azure Data solution(DP-201)

Torqued IT – 2019: MS Certified
Azure Solutions Architect Expert(AZ-300&AZ-301)
Azure Security Engineer Associate(AZ-500)
Azure Administrator Associate(AZ-103)
Solutions Associate: Windows Server 2016

Isolve Business Solutions - 2016
Certified Business Professional: Project Management

Boston City Campus: 2014 to 2016: MS Certified
Solutions Expert: Cloud Platform & Infrastructure
Solutions Expert: Private Cloud
Solutions Associate: Windows Server 2012
Comptia N+ CE & Comptia A+ CE Professional (MCP)

Florapark High School - 2009
National Senior Certificate

Profile

I am a highly analytical and bottom-line-driven professional with **5 years of combined working experience as a Server/cloud Engineer and IT Desktop Engineer.** With my technical knowledge and project management skills I strive to achieve corporate goals and business requirements.

Personal Attributes: Solid Communication Skills **l** Analytical **l** Excellent Preparation & Organizational Skills **l** Strong Work Ethic **l** Thrives under pressure **l** Strong people skills **l** Team Player

Experience

Sep 2018 – Present **l** *1 Year, 8 Months+*
Server/Cloud Engineer • Dimension Data

Overview: *Dimension Data focuses on services including IT consulting, technical and support services, as well as managed services.*

Key Responsibilities:
- Perform preventative, adaptive and perfective maintenance to ensure the optimal functioning of the Windows Servers and Azure Virtual Machine.
- Manage support for DMZ servers and cloud services.
- Manage secured disk space: create new and extending the existing hard drives; Convert existing virtual machine from standard to premium storage
- Manage and allocate roles to desired users or groups.
- Designed network security group to control inbound and outbound access to networks interfaces and subnets.
- Migrate Azure Subscription form CSP to enterprise.
- Create storage pool and stripping of disk of azure virtual machine, backup, configure and restore azure virtual machine using azure backup.

Language Proficiency

English, **Sepedi, Setswana, IsiZulu,**

Key Skills

| 9 / 10 |
Management of Multiple Disciplines

| 9 / 10 |
Build, Maintain and Decommission
Windows Servers

| 9 / 10 |
Configuration and Troubleshooting

| 9 / 10 |
Ability to Analyze and Solve Problems

Technical Skills

TeamViewer **l** *MS Server Operating System (2008, 2012, 2016,2019)* **l** *Setting Up Virtual Machines on VMware* **l** *Mapping a Network Drive* **l** *Group and User Creation in Active Directory ftp creation.*

Experience Continued

- Liaise with other departments and attend meetings as needed.
- Produce the necessary reports (e.g. trend analysis, service performance) for service improvement and management reporting purposes.

Jan 2018 – Aug 2018 l 0 Years, 8 Months
IT Desktop Engineer • Datacentrix

Overview: *Datacentrix is an ICT solutions provider that uses technology and services to deliver business value to organizations.*

Key Responsibilities:
- Responding to client support requests: Administer MS Active Directory - create users, unlock accounts, Reset Password, disable and enable accounts and moving users to correct OU.
- Liaise with clients to find out the nature of the problem.
- Monitor servers and network devices.
- Configuring new email accounts on Outlook.
- Mapping of network folder and network printer on the desktop and laptop.
- Troubleshooting hardware and software issues.
- Installing and maintaining hardware and computer peripherals.
- Installing and upgrading operating systems and computer software.
- Troubleshooting networking and connection issues.
- Set up and configure new laptops, cloud and desktop.
- Conduct full and thorough diagnostics with end users to enable first point of contact fault resolution.
- Advising on software or hardware upgrades.
- Providing basic training on computer operation and management.
- Completing job reports and ordering supplies.

Apr 2015 – Dec 2017 l 2 Years, 8 Months+
Junior IT System Administrator • Premium Ideas (Morvest)

Overview: *Premium Ideas is SA's largest specialized telecom SIM card fulfillment and Secure Print Solutions house.*

Key Responsibilities:
- Administer and maintain systems support for software, hardware and servers: test, troubleshoot, diagnose, and resolve all problems.
- Provide timely technical support for users and work with them to solve existing problems.
- Configure, monitor and maintain updated virus protection software, and backup data for emergency recovery.