

# Tumelo Ngwako Sebashe

## Personal details

Date of birth: 1999-12-01

Randburg, Johannesburg, South Africa

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South African | Languages: English, Sepedi, Setswana, IsiZulu

## Professional Profile

Network Systems graduate with hands-on experience in first-line support, cloud platforms, and cybersecurity fundamentals. Experienced in customer-facing environments, incident troubleshooting, documentation, and system administration through internships, volunteer IT support, and lab-based SaaS-style training. Strong communicator with a customer-first mindset, able to explain technical concepts clearly and support users in fast-paced, ticket-driven environments.

## Core Skills

- Technical Support (Tier 1): Incident troubleshooting, user support, issue escalation
- Customer Support: Email & chat support, client onboarding assistance, empathy driven communication
- Cloud & SaaS Platforms: Microsoft Azure fundamentals, AWS fundamentals
- Security & Compliance Exposure: Identity & access management, cloud security basics, security monitoring
- Systems & OS: Windows Server, Linux fundamentals
- Tools & Productivity: MS Office, collaboration & task management tools
- Professional Skills: Clear communication, multitasking, attention to detail, problem-solving

## Experience

### Junior IT Support (Volunteer) — Boston City Campus

Jan 2022 – May 2022

- Provided first-line IT support to students and staff, resolving basic hardware, software, and connectivity issues.
- Assisted with user account support, password resets, and basic system troubleshooting.
- Logged, tracked, and followed up on support requests, ensuring timely resolution and user satisfaction.
- Supported classroom and lab environments, including setup and basic maintenance of IT equipment.
- Developed strong customer service, communication, and service desk skills in a real-world environment.

### **AWS Cloud Practitioner Intern — Forge Academy & Labs**

October 2024 – September 2025

- Built and managed basic AWS infrastructure using EC2, S3, IAM, and RDS.
- Applied cloud security best practices and access controls.
- Worked on monitoring, cost management, and documentation.

### **Education**

Diploma Certificate In Network Systems–Boston City Campus (2021–2024)

Key Subjects: A+, N+, Security+, Linux+, Cisco, Virtual Computing, Ethical Hacking, Networking Windows Server, Identity Windows Server and Installing, Storage and Compute Windows Server

### **Coursework Highlights**

- Networking Fundamentals
- Desktop Support
- Information Systems
- Operating Systems
- Technical Support

### **Professional Training (Hands-On Labs)**

- Microsoft Azure Administrator
- Microsoft Azure Security Technologies
- Microsoft Security Operations Analyst
- Introduction to Microsoft Security, Compliance & Identity
- AWS Cloud Practitioner

### **Certifications**

- Diploma In Network Systems
- AWS Certified Cloud Practitioner

### **Availability**

Available for Graduate Programs, Internships, and Entry-Level IT, Cloud or Cybersecurity Roles

### **References**

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