





SIMPHIWE MADRATI

GRADUATE INTERNSHIP

SUMMARY

Versatile and results-driven IT professional with hands-on experience across service desk support, desktop support, and junior infrastructure environments. Strong technical foundation in Windows operating systems, Active Directory, Microsoft 365, hardware and software troubleshooting, and ITIL-aligned incident management. Proven ability to adapt quickly, resolve technical issues efficiently, meet SLA requirements, and deliver reliable end-user support in fast-paced environments. CompTIA A+, Network+, Security+, and Project+ certified, with exposure to cloud and enterprise IT operations.

CONTACT

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SKILLS

PROFESSIONAL

- IT Support & Service Desk: 1st & 2nd Line Support, Incident & Request Management, SLA Compliance
 - Operating Systems: Windows 10/11, Windows Server 2022
 - Active Directory: User Account Management, Permissions, Group Policies
 - Microsoft 365: User Support, Outlook, Teams, Office Applications
 - Hardware & Desktop Support: Installation, Configuration, Troubleshooting, Upgrades
 - Networking Fundamentals: TCP/IP, DNS, DHCP (CompTIA Network+)
 - Security: Endpoint Security, Antivirus Management, Security Best Practices (CompTIA Security+)
 - Remote & Field Support: Remote Desktop Tools, On-site Technical Support
 - Asset Management: ICT Asset Tracking, Allocation, Returns
 - Methodologies: ITIL-aligned Service Delivery.
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WORKING EXPERIENCE

● IT LEARNERSHIP – SERVICE DESK SUPPORT

Net Campus Group IT Services & Consulting – Centurion | Feb 2024 - Jan 2025

- Delivered 1st line IT support to end users, diagnosing and resolving hardware, software, and connectivity issues.
- Logged, tracked, and resolved incidents and service requests using ticketing systems while meeting SLA targets.
- Supported Windows operating systems, printers, Microsoft 365 applications, and basic networking issues.
- Escalated complex incidents to senior support teams following structured support procedures.
- Maintained high customer satisfaction through clear communication and timely issue resolution.

*Tools
-LMS

● **WIL PROGRAM – IT INTERN (API DEVELOPMENT & IT SUPPORT)** | Jul 2024 - Jan 2025

Procure Trade – Randburg

- Supported daily IT operations including system maintenance and software installations.
- Assisted users with troubleshooting technical issues to minimise downtime.
- Gained exposure to corporate IT service delivery processes and environments.

* Tools
-ManyChats
-Zapier
-WordPress

● **IT INTERN – CLOUD SOLUTIONS / IT SUPPORT** | Mar 2025 - Present
AI-T Consulting Services – Rivonia

- Provided technical support for desktops, laptops, and software applications in a professional services environment.
- Assisted with remote system configuration, troubleshooting, and user support.
- Applied security best practices in line with IT governance and data protection standards.
- Supported IT infrastructure and cloud-related operational tasks.

*Tools
-HyperBDR
-HUAWEI Cloud Platform
-Acronis

EDUCATION

- **NATIONAL SENIOR CERTIFICATE (MATRIC)**
Hans Kekana High School
2016 - 2020
- **DIPLOMA IN SYSTEMS DEVELOPMENT (NQF LEVEL 6 | 364 CREDITS)**
Diploma in Systems Development (NQF Level 6 | 364 Credits)
2021 - 2024

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA Project+
- Huawei HICA – Cloud Computing

ADDITIONAL INFORMATION

- Strong communication and customer service skills
- Ability to work independently and in team-based environments
- Willing to work on-site, remotely, or in field support roles

REFERENCES

Available upon request