

REITUMETSE TSHEPISO TALA

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Professional Summary

IT graduate with a Diploma in Network Systems and hands-on experience supporting digital systems, monitoring operational platforms, and maintaining data integrity within both public health and facilities environments. Experienced in using ITSM tools, WebDHIS, and reporting systems to track incidents, support operations, and ensure system accuracy. Strong foundation in networking fundamentals, incident coordination, and information security. Seeking an IT Internship to apply technical skills in system monitoring, troubleshooting, and operational support.

Technical Skills

- IT Service Management (ITSM) tools
- WebDHIS (Data systems platform)
- Incident logging & task tracking
- SLA monitoring
- Networking fundamentals (LAN/WAN)
- Data systems monitoring
- Microsoft Excel (reporting & tracking)
- Fault coordination & escalation
- System reporting
- Information security fundamentals

Core Competencies

- Operational Monitoring
- Incident Management
- System Monitoring & Reporting
- Ticket Logging & Task Coordination
- Data Integrity Management
- SLA Tracking
- Networking Fundamentals
- Troubleshooting Support
- Operations Support

Professional Experience

Data Management Intern

Department of Health – Greater Taung Sub-District

Sept 2024 – July 2025

- Monitored and supported WebDHIS digital reporting system across 29 facilities
- Verified and maintained data accuracy
- Identified and corrected data discrepancies
- Generated monthly data reports
- Coordinated submissions to ensure data compliance
- Data collection, verification and capturing on District Health Information Systems
- Assisted management with administrative tasks

Generator Dispatcher

Bidvest Facilities Management

March 2024 – Aug 2024

- Logged operational incidents using ITSM ticketing system
- Monitored system alerts and assigned tasks
- Tracked SLA compliance
- Coordinated fault response
- Maintained system records
- Communicated system status updates

Education

- Diploma in Network Systems – Boston City Campus and Business College, 2021
- National Senior Certificate – PH Moeketsi Agricultural High School, 2017

CERTIFICATIONS

- Introduction to Internet of Things – Cisco Networking Academy
- Cybersecurity Essentials – Google / Office of the CISO Institute
- WebDHIS Foundation v2.38
- Hazard Identification & Risk Assessment

References

Available on request