

HASANI NYIKO MAKHUBELA

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PROFESSIONAL SUMMARY

Senior IT Support Engineer with over 10 years of progressive experience in system administration, cloud infrastructure, and enterprise IT support. Proven expertise in managing Microsoft 365, Azure environments, and hybrid infrastructures for global organizations. Demonstrated success in delivering L1-L2 support across MSP environments, implementing automation solutions, and optimizing IT operations. Strong background in cybersecurity, ITIL practices, and technical leadership with a track record of reducing incident resolution times and enhancing user satisfaction.

CORE COMPETENCIES

- Microsoft 365 & Azure Administration (Entra ID, Intune, Exchange Online, SharePoint, Teams)
- Cloud Infrastructure & Hybrid Environment Management (Azure, AVD, VMware ESXi)
- PowerShell Scripting & Automation for User/Group Administration
- ITIL Service Management & Ticketing Systems (Jira, Freshservice, Remedy, Cherwell)
- Cybersecurity & Identity Management (MFA, SSO, SSPR, Active Directory)
- Network Monitoring, Backup Solutions & Disaster Recovery (PRTG, Acronis)

PROFESSIONAL EXPERIENCE

IT Support Engineer | IndikoData (Remote, UK MSP)

October 2023 – Present

- Deliver comprehensive L1-L2 technical support for Microsoft 365, Exchange Online, Azure AD, and Intune environments, maintaining 95%+ customer satisfaction ratings
- Manage user lifecycle operations including provisioning, access management, password resets, and SharePoint permissions for 500+ users
- Develop and implement PowerShell automation scripts for user/group administration, reducing manual processing time by 40%
- Support hybrid environments across macOS and Windows platforms, ensuring seamless integration and user experience
- Monitor system health using PRTG, proactively addressing alerts and implementing preventative measures
- Provide Acronis backup and restoration support, ensuring business continuity and data integrity
- Contribute to knowledge base development and documentation, enhancing team efficiency and reducing ticket resolution time

Remote End User Computing Support Engineer | QuantSec (Remote, Australia MSP)

April 2024 – December 2024

- Provided L1-L2 service desk support via remote tools and ticketing systems, managing an average of 30+ tickets daily
- Administered Microsoft 365, Azure Intune, and Exchange Online environments for multiple enterprise clients

- Diagnosed and resolved complex hardware, software, and network issues, achieving 90% first-call resolution rate
- Utilized PRTG for comprehensive network monitoring and PowerShell for task automation and reporting
- Maintained backup systems using Acronis and responded to critical incidents during on-call rotation
- Operated in 12-hour rotation shifts, ensuring 24/7 support coverage and rapid incident response

Desktop Support & Global Service Desk Engineer | Innovation Group

April 2019 – September 2023

- Delivered desktop and remote support for Office 365, MFA, Intune, Outlook, and Microsoft Teams to 800+ users
- Managed Active Directory accounts, group policies, and executed user onboarding/offboarding processes
- Administered Jira and Confluence user access, SharePoint permissions, ensuring secure and efficient collaboration
- Supported network and endpoint security initiatives, monitored Acronis alerts, and managed patch deployment
- Developed comprehensive training documentation and facilitated software/hardware rollout projects
- Coordinated change management activities in alignment with ITIL best practices

1st & 2nd Line Service Desk Engineer | EOH

February 2018 – January 2019

- Executed Office 365 rollout project, including desktop customization and user system validation
- Managed incoming client queries, escalated unresolved issues appropriately, and maintained detailed logs via Remedy
- Troubleshoot and resolved hardware, software, and basic network connectivity issues

Desktop Support Engineer | UTI Mounties

February 2012 – February 2015

- Provided on-site and remote hardware/software support for retail operations across multiple locations
- Configured VPN connections, mobile devices, and specialized equipment including label printers
- Maintained IT asset inventory and assisted in database backup and restoration procedures

EDUCATION

Bachelor of Commerce in Information and Technology Management

MANCOSA | 2025

PROFESSIONAL CERTIFICATIONS

- AZ-104: Microsoft Azure Administrator (2022)
- MB-910: Microsoft Dynamics 365 Fundamentals (2022)
- SC-900: Microsoft Security, Compliance & Identity Fundamentals (2022)
- ITIL Foundation V4 (2021)
- AZ-900: Microsoft Azure Fundamentals (2020)
- NQF Level 5 IT System Support (2019)
- CCNA Security (2018)
- MCP: Windows Server 2012 (2017)
- CompTIA A+ and Network+ (2014)

TECHNICAL SKILLS

Cloud & Microsoft Technologies: Microsoft 365, Azure AD/Entra ID, Intune, Exchange Online, SharePoint, Teams, Azure Virtual Desktop (AVD)

Operating Systems: Windows 7/8.1/10/11, Windows Server (2012-2022), macOS

Virtualization & Infrastructure: VMware ESXi, Citrix, Hyper-V

Scripting & Automation: PowerShell

Monitoring & Backup: PRTG Network Monitor, Acronis Backup, Patch Management

Ticketing & ITSM: Jira, Freshdesk, Freshservice, CA Service Desk, BMC Remedy, Cherwell

Security & Identity: Multi-Factor Authentication (MFA), Single Sign-On (SSO), Self-Service Password Reset (SSPR), Active Directory

Networking: Routing/Switching, VPN Configuration, Firewall Troubleshooting, 3G/APN Configuration

KEY STRENGTHS

- Advanced problem-solving and analytical thinking with ability to diagnose complex technical issues
- Excellent communication and stakeholder management skills across technical and non-technical audiences
- Proven ability to work independently in remote environments and collaborate effectively in team settings
- Strong focus on meeting SLAs and deadlines while maintaining high quality standards
- Quick learner with demonstrated adaptability to new technologies and evolving IT landscapes
- Customer-centric approach with expertise in escalation handling and conflict resolution

REFERENCES

Carl Van Eeden | Team Leader, QuantSec | +61 439 503 839

Sung | IT Manager, QuantSec | +61 401 999 509

Louise Nock | IT Service Desk Manager, Innovation Group | 011 790 5285 / 082 372 6140

Siphiwe Gumbi | Team Leader, Innovation Group | 081 345 0329