

LINDELANI MPUNGOSE

Information & Communications Technology Professional

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OBJECTIVE

Versatile ICT professional with 3+ years of experience across technical support, systems administration, desktop infrastructure, and networking. Proven ability to manage high-volume environments, onboard users, troubleshoot complex issues, and deliver solutions that meet SLA requirements. Holds a Diploma in ICT (Communications Networks) and has contributed to large-scale national technology programmes. Seeking to grow into infrastructure, systems, networking, or IT operations roles.

EXPERIENCE

ICT Support Analyst

19 Feb 2024 – 23 Mar 2026

Xiquel Group Pty Ltd

- Provided technical and operational support for the NSFAS Private Accommodation Pilot Programme across KZN & Mpumalanga.
- Managed high-volume support queues and email correspondence daily, maintaining SLA compliance and accuracy.
- Onboarded and assisted students, accommodation providers, and administrators with portal access and system queries.
- Managed, verified, and processed accommodation applications and supporting documentation.
- Troubleshoot system and portal issues; escalated complex cases to senior technical teams.
- Acted as key liaison between institutions, landlords, and NSFAS — maintaining detailed case records.

Sub-Contracted IT Technician

15 Jan 2024 – 11 Dec 2024

Berea Computers CC

- Built, configured, and deployed workstations and peripheral devices for client environments.
- Installed and configured operating systems and business software packages.
- Assisted with network setup, optimisation, and basic security hardening.
- Created and maintained technical documentation; provided end-user support and troubleshooting.

IT Systems Administrator

01 Oct 2023 – 10 Dec 2023

Bull Services Group

- Installed and maintained printers, office telephones, and workstations across client sites.
- Performed Windows OS configuration, software installation, and licence activations.
- Set up email accounts, website hosting environments, and Wi-Fi networks.
- Applied basic cybersecurity configurations and managed user access control.

Students' Tutor

01 Mar 2023 – 30 Nov 2023

Mangosuthu University of Technology

- Provided academic and technical support to ICT students within the Virtual Teaching & Learning Centre.
- Assisted in tutoring and mentoring programmes, improving student confidence in ICT modules.

IT Technician

01 Jul 2023 – 30 Sep 2023

Berea Computers CC

- Assembled, configured, and deployed workstations; installed operating systems and software.

- Assisted with network setup and security; created and maintained technical documentation.
- Delivered end-user support and fault-finding for hardware and software issues.

Students' Mentor

01 Mar 2022 – 30 Nov 2022

Mangosuthu University of Technology

- Mentored junior students on academic performance, time management, and adapting to university life.
- Supported the Virtual Teaching & Learning Development Centre with tutoring and guidance.
- Helped improve student performance and confidence in ICT modules.

EDUCATION

Diploma in Information and Communications Technology (Communications Networks)

Mangosuthu University of Technology

2023

National Senior Certificate (NSC)

Zwelinjani Secondary School

2020

SKILLS

- | | |
|---|--|
| ◆ IT Ticket Handling & Escalations | ◆ Documentation & Reporting |
| ◆ Windows Configuration & Support | ◆ Client & Stakeholder Support |
| ◆ User Support (Remote & On-site) | ◆ Basic Cybersecurity & Access Control |
| ◆ Hardware & Software Installation | ◆ LAN/WAN & Structured Cabling |
| ◆ Network Setup & Basic Security | ◆ User Onboarding & Training |
| ◆ Microsoft 365 (Word, Excel, Outlook, Teams) | ◆ Desktop & Systems Administration |

PROJECTS

NSFAS Private Accommodation Pilot Project KZN & MP

Xiquel Group Pty Ltd

- Supporting a large-scale national student accommodation system.
- Managing applications, user queries, portals, and onboarding processes.
- Supporting thousands of users across institutions and accommodation providers.

Network Development for Enterprise

Digital Maestro Architects and Project Managers

- Built and configured company network infrastructure across branches.
- Improved connectivity and data security across the organisation.

Creation of Ethernet Cables

Mangosuthu University of Technology

- Designed and created Ethernet (RJ45) cables using crimping standards (T568A & T568B).
- Tested cables using network cable testers (Fluke) to ensure connectivity and quality.
- Physically connected routers, switches, and PCs to build a working LAN.
- Assisted in basic network troubleshooting and fault finding.

REFERENCE

Ndumiso Ngcobo
Chief Executive Officer

Nokwanda Zenande Mkhize
Director

Nene Marvel
IT Technician

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CERTIFICATIONS

- C1 Code 10 Driver's Licence
- ICT Tutorship & Mentorship Certification