

Siphamandla Welcome Nkosi

104 5th Street, Boksburg North, Boksburg, 1459

Phone: 066 057 4731

Email: nkosisw44@gmail.com

Nationality: South African

Driver's License: C1

LinkedIn: <http://www.linkedin.com/in/siphamandlankosi>

Professional Summary

Entry-level IT Support professional with a strong administrative background and a Google IT Support Professional Certificate. Proficient in troubleshooting, customer service, networking, system administration, and IT security. Known for excellent communication, attention to detail, and ability to work under pressure in dynamic environments. Currently seeking a full-time opportunity in Information Technology.

Technical Skills

- Operating Systems: Windows, Linux (basic)
 - Tools: Microsoft Word, Excel, Outlook, Google Workspace
 - Networking Fundamentals
 - IT Troubleshooting & Technical Support
 - System Administration (Entry Level)
 - Data Entry & Record Management
 - Communication & Customer Service
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Education & Certifications

Cybersecurity Analyst NQF Level: 5

Occupational Certificate | Completed: October 2025

Google IT Support Professional Certificate

Coursera Online | Completed: December 2023

- 8-month intensive program including hands-on labs in IT support fundamentals

Work Readiness Programme Certificate

Afrika Tikkun Services | Completed: April 2023

- Focused on workplace professionalism, communication, and job readiness

Computer Studies Certificate (Cum Laude)

Oxbridge Academy | Completed: 2017

National Senior Certificate (Grade 12)
Mpilisweni Secondary School | Completed: 2013

Professional Experience

Administrative Assistant

SignalRSA (Business Web Applications) | 2015 – 2018

- Performed daily clerical duties including filing, scheduling, and correspondence
 - Managed internal communication and drafted messages and emails
 - Supported staff with document preparation and appointment scheduling
 - Used MS Office applications for spreadsheets and word processing
 - Maintained organized filing systems and provided general office support
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Core Competencies

- Excellent Written & Verbal Communication
 - Strong Customer Service Orientation
 - Team Collaboration & Support
 - Time Management & Deadline Focused
 - Ability to Work Independently
 - High Accuracy & Attention to Detail
 - Adaptable and Fast Learner
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References

Vhahangwele Confidence

Country Support Assistant, Hemmersbach SA Pty Ltd
Phone: 065 903 6636

Sendra Lekala

Junior Facilitator, Afrika Tikkun Services
Phone: 011 325 6123

Sibongile Mbongo

Supervisor, SignalRSA
Phone: 071 891 6184