

## PROFESSIONAL CV

**Candidate Name:** Sanele Sihle Mnisi  
**Location:** Durban, KwaZulu-Natal, South Africa  
**Professional Profile:** Recent Information Technology graduate with practical exposure to software development, networking, database management, and IT support. Passionate about applying technical skills to deliver innovative and efficient technology solutions.  
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## PROFESSIONAL SUMMARY

Recent Information Technology graduate with a strong academic foundation and practical exposure to IT support, computer systems, networking, software installation, troubleshooting, database management, and information systems. Skilled in diagnosing technical issues, supporting end users, maintaining computer hardware and software, and applying analytical problem-solving techniques to improve business operations. A motivated and adaptable professional with excellent communication, teamwork, and customer service skills, committed to delivering reliable IT solutions while continuously developing technical expertise within modern technology environments.

## EDUCATION / QUALIFICATIONS / TRAINING

- **Education**
  - Diploma in ICT Application Development**, Durban University of Technology, Completed: 2024
  - Cybersecurity Certificate**, Durban Coastal College, Completed: 2024
  - CompTIA Networking Certificate**, Afrika Learn, Completed: 2023
  - HC in Information Technology**, Durban University of Technology, Completed: 2020
  - National Senior Certificate**, Thubelihle High School, Completed: 2019
- **Relevant Modules:**  
Computer Networks, Database Systems, Systems Analysis and Design, Programming, Information Systems, Software Engineering, Computer Hardware, Network Administration, Cyber Security Fundamentals, Web Technologies, ICT Project Management.
- **Training / Short Courses:**  
Microsoft Office 365, Microsoft Excel, IBM Artificial Intelligence Fundamentals, Microsoft AI Fundamentals, Computer Hardware & Software Support, Basic Networking, Windows Administration, Customer Service Fundamentals, CompTIA Network + and Cybersecurity Essentials.

## TECHNICAL SKILLS

### IT Support

- Desktop Support, Helpdesk Support & End-user Support
- Technical Troubleshooting, Hardware Installation & Software Installation
- PC Maintenance, Printer Configuration, Operating System Installation & Remote User Support

### Networking

- LAN Configuration, Basic WAN Concepts
- TCP/IP, DNS & DHCP
- IP Addressing, Router & Switch Fundamentals
- Network Troubleshooting

### Software & Systems

- Windows 10, Windows 11 & Microsoft Office 365
- Active Directory (Basic) & Database Management
- Information Systems
- Systems Administration Fundamentals

## CAREER SUMMARY

| COMPANY                                                    | POSITION                                                | DATES                                      |
|------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------|
| Berea Technical College<br>Durban University of Technology | IT Support Technician<br>Final-Year Improvement Project | Nov 2024 - Oct 2025<br>Feb 2024 – Nov 2024 |

## CAREER DETAILS

Berea Technical College (Pty) Ltd – IT Support Technician

Nov 2024 - Oct 2025

### Internship Responsibilities

- Provided first-line technical support by diagnosing and resolving hardware, software, and network-related issues, ensuring minimal downtime and uninterrupted business operations.
- Delivered end-user support and guidance on software applications, system functionality, and IT processes, improving user productivity and promoting the effective use of technology.
- Installed, configured, and maintained desktop computers, laptops, operating systems, printers, and peripheral devices to ensure reliable and efficient IT services.
- Performed routine preventative maintenance and troubleshooting on computer systems, office networks, and mobile devices to improve system performance and operational reliability.
- Assisted in maintaining Local Area Network (LAN) connectivity and supported the resolution of basic Wide Area Network (WAN) and network communication issues.
- Supported the installation, configuration, updating, and testing of software applications and operating systems while ensuring compatibility and compliance with organisational standards.
- Monitored and resolved user-reported technical incidents, escalating complex issues where necessary to ensure timely resolution and service continuity.
- Assisted with user account configuration, password management, and access support while maintaining confidentiality and adherence to IT security procedures.
- Maintained accurate technical documentation, service records, and IT asset information to support effective system administration and troubleshooting.
- Participated in system testing, software deployment, and implementation activities to ensure successful installation and optimal system performance.

### Final-Year ICT Project

### Academic and Internship Achievements

- Completed an Information and Communications Technology (ICT) qualification, developing a strong foundation in computer systems, networking, software support, database management, and information systems.
- Applied technical knowledge to diagnose and resolve hardware, software, and network-related issues while providing effective first-line IT support and end-user assistance.
- Gained practical experience in installing, configuring, maintaining, and troubleshooting computer systems, operating systems, software applications, and peripheral devices.
- Contributed to the successful completion of academic ICT projects by applying systems analysis, technical documentation, and structured problem-solving techniques to real-world scenarios.
- Developed technical reports and system documentation that improved information management, troubleshooting efficiency, and knowledge sharing.

## REFERENCES

Dr. Jay Pancham, Information Technology Department Management Lecturer, Durban University of Technology |  
itdept@dut.ac.za | 031 373 5596/5594

Mr Charles S Ntuli, HR Officer, Berea Technical College (Pty) Ltd | info@bereatech.co.za | 031 304 5207