

PROFILE



CONTACT

Physical Address:
Newcastle

Phone
+2779 575 1667

EMAIL:
sithembeloe@gmail.com

HOBBIES

Programming (Python)
Playing Chess

REFERENCES

Shamila
Former Superior (Mi-Ka Fruits and Veg)
072 916 7861

Mr M Ngobese
Manager (Nongoma Photocopy)
083 307 6568

Miss S Gamede
My sister
062 607 2152

PROFESSIONAL SUMMARY

Motivated IT Support and Networking professional with hands-on experience in troubleshooting, Microsoft 365 administration, and user support. Trained through Ikamva Digital with a solid foundation in networking fundamentals (TCP/IP, DNS, DHCP, VLANs, VPNs, Wi-Fi) and endpoint security. Skilled in problem-solving, ticket management, and clear communication under pressure. Passionate about continuous learning, currently pursuing industry certifications (CompTIA Network+, Microsoft Fundamentals) to strengthen expertise in IT infrastructure and cybersecurity. Dedicated to building a long-term career in technology, bringing discipline, adaptability, and a proactive mindset to every role.

EDUCATION

Muziwesizwe High School 1212- 2014

IsiZulu Home Language, English First Additional Lang, Mathematics, Life Science, Geography, Physical Science

Ikamva digital(Online)

2025

- Cybersecurity
- Data analytics
- Cloud Computing
- Software Development

WORK EXPERIENCE

Nongoma Photocopy – IT Support Assistant (12-month contract)

- Operated and maintained computers and printers in an internet café environment.
- Diagnosed and repaired printer issues, improving service reliability.
- Assisted customers with scanning, printing, and basic IT queries.
- Strengthened troubleshooting and customer service skills in a fast-paced setting.

Self-Employed – Internet Café Owner Jan 2024 – Jul 2025

- Established and managed a small internet café business.
- Provided IT support services to customers, including troubleshooting PCs and printers.
- Gained practical experience in customer service, business operations, and technical problem solving.

IT Support (Freelance / Volunteer) 2025 – Present

- Installed and configured operating systems (Windows, Linux, Ubuntu).
- Troubleshot hardware and software issues for individuals and small businesses.
- Assisted users with connectivity problems and provided clear technical guidance

Key Skills

Cybersecurity

- SC-900: Microsoft Security, Compliance & Identity Fundamentals
- AZ-500: Microsoft Azure Security Technologies
- SC-200: Microsoft Security Operations Analyst
- SC-300: Microsoft Identity & Access Administrator
- SC-400: Information Protection in Microsoft 365
- Microsoft Copilot for Security
- Practical Project: Email Phishing Analyzer (Python, log analysis, automation, reporting)

Cloud Computing

- Microsoft Azure Fundamentals
- Microsoft Azure Administrator (AZ-104)
- Secure Azure Services & Workloads with Microsoft Defender

Data Analytics

- Microsoft Power BI Data Analyst (PL-300)
- Microsoft Office Specialist Excel Associate 2019
- DP-100: Designing & Implementing a Data Science Solution on Azure
- DP-600: Microsoft Fabric Analytics Engineer

Software Development

- Python programming (Intermediate)
- AI-102: Develop AI Solutions in Azure
- Practical Project: AI Educational Assistant (Maths & Physics tutor (posted in Tiktok))

Education

Microsoft Elevate Program (IT)

- Cybersecurity, Cloud Computing, Data Analytics, Software Development (2026)

Muziwesizwe High School – Matric (2014)

- Future Studies: Diploma in Information Technology (planned)

References

Mr. M Ngobese – Manager (Nongoma Photocopy) – 083 307 6568

Shamila – Former Superior (Mi-Ka Fruits and Veg) – 072 916 7861

Miss S. Gamede – Sister – 062 607 2152

CERTIFICATE OF COMPLETION

This is to certify that

Sithembelo Gamede

has successfully completed the Learning Path

Cybersecurity

offered by Ikamva Digital on February 22, 2026

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Pg Buthelezi
HANDTEKENING/SIGNATURE

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FORCE NUMBER

NAAM IN DRUKSKRIEF Buthelezi Pg
NAME IN PRINT

SOUTH AFRICAN POLICE SERVICE
STATION COMMANDER
2026-03- U 4
CSC MADADENI
KWAZULU-NATAL

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Cloud Computing

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Software Development

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