ZWELAKHE MELUSI CLIVE NTOMBELA

zwelakhentombela@gmail.com 066 311 1491 0721881799

Johannesburg, South Africa 14/12/1998 South African Male Single

Professional Summary

Versatile and dependable professional with experience across corporate, educational, administrative, and technical environments. Strong in customer service, communication, problem-solving, data management, teamwork, and operational support. Adaptable, detail-oriented, and committed to delivering quality results while contributing positively to organizational goals.

Professional Experience

IT Technician 04/2025 – 03/2026
Training Force Parktown
- Installed, configured, and troubleshot software and operating systems across multiple workstations.
- Diagnosed and repaired hardware issues on desktop computers and related equipment.
- Set up and managed computer workstations, including cabling and network connectivity.
- Assisted with the setup and launch of a fully functional computer lab supporting hands-on learning.
- Monitored and maintained computer lab equipment to ensure availability and reliable performance.

Digitization Intern 11/2022 – 06/2025
Department of Home Affairs Soweto
- Facilitated migration from GroupWise to Microsoft Outlook.
- Provided IT technical and administrative support to users.
- Troubleshot office software and hardware issues.
- Digitized and organized confidential government records by scanning physical documents and maintaining accurate digital archives in line with departmental standards.

Educational Assistant 11/2021 – 08/2022
GDE, Matseliso Secondary School Johannesburg
- Assisted with student records, mark sheets, and data entry.
- Supported daily classroom activities through group learning sessions and student guidance.
- Guided students through coursework to reinforce lesson objectives.

VOIP Consultant 01/2020 – 12/2020
Ithuba Online Rivonia
- Devised and integrated tailored VOIP solutions for corporate clients.
- Configured network environments to support reliable voice communication and call connectivity.
- Optimized network configurations to enhance communication reliability.

Education & Training

IT: Systems Support Skills Programme (NQF Level 5) 2026
MICT SETA – Accredited Training Provider: Training Force Parktown

Higher Certificate in Information Technology (NQF Level 5) 2017
Richfield Graduate Institute of Technology Johannesburg

National Senior Certificate (Matric) 2015
Kwadedangendlale High School Soweto

Certification

Artificial Intelligence in the 4IR — University of Johannesburg | 2026

Languages

English — Proficient • **IsiZulu** — Native • **IsiXhosa** — Fluent • **Sesotho** — Intermediate

Core Skills

- IT Technical Support
- Operating System Installation & Configuration
- Network Connectivity & Cabling
- Digital Migration
- VOIP Solutions & Network Configuration
- Customer Service
- Team Collaboration
- Hardware & Software Troubleshooting
- Workstation Setup & Maintenance
- Microsoft Office Suite
- Records Digitization & Data Entry
- Printer & Network Setup
- Technical Problem Solving
- Data Collection & Administration

References

Tumelo Mashile, *Manager,* Training Force
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Aubrey Makgopela, *Supervisor,* Department of Home Affairs
kgopiso.makgopela@dha.gov.za, 083 949 1837

Mr. Zikalala, *Principal,* Matseliso Secondary
matselisosecondary@telkomsa.net, 081 556 0807

Musa Masebenza, *Director,* Ithuba Online
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