



MLAMULI HLATSHWAKO

INFORMATION SYSTEMS OFFICER

BTECH IN INFORMATION TECHNOLOGY

DIPLOMA IN COMPUTER SCIENCE

UBIQUITI BROADBAND ROUTING AND SWITCHING SPECIALIST (UBRSS)

UBIQUITI BROADBAND WIRELESS ADMIN (UBWA)

IRDM ESWATINI CUSTOMER SERVICE TRAINING

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SOCIALS

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LANGUAGE

SISWATI ● ● ● ● ●

ENGLISH ● ● ● ● ●

ISIZULU ● ● ● ● ●

HOBBIES



ABOUT ME

My name is Mlamuli Hlatshwako. I am seeking a position to utilize my skills and ability in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible.



EDUCATION

- > VAAL UNIVERSITY OF TECHNOLOGY (VUT) 2012- 2014
Software Project Management, Management of Information Technology, Information Technology Research, Strategic Information Systems Management, , Artificial Intelligence, Computer Security, Research Methodology, Information Technology Auditing, and Software Engineering and Design.
- > SWAZILAND COLLEGE OF TECHNOLOGY (SCOT) 2009- 2011
Engineering Applications, Mathematics, Engineering Science, Engineering Drawing, Electrical and Electronic Principles, Computer Applications, Communication Skills, Data Management, Computer Architecture and Organization, Computer Programming, Computer Networks, Operating Systems, System Analysis and Design, Web Technologies, Project, Server Technologies, Router Fundamentals, Enterprise Skills, and Industrial Attachment.
- > MBABANE CENTRAL HIGH 2002- 2006
Mathematics, English Language, Accounting, Physical Science, Geography, Biology, Additional Mathematics, and SiSwati.



WORK EXPERIENCE

- > BOTHO UNIVERSITY AUG 2022 - PRESENT
Information Systems Department Officer (OAS)
Maintainance and Management of the University Network, Installation and routine maintainance of PCs, laptops, tablets, telephone systems, wireless network and peripheral devices. Identifying, logging and resolving technical problems with software applications or network systems. Monitor and Identify potential changes and system improvements. Responsible for safety and security of all assets assigned for performing technical duties including software, passwords, tool kits, hardware and other equipment. Login to GLPI daily to pick up suitable incidents on resolving already assigned tickets within the relevant SLAs.
- > TOUCH IT NETWORKS DEC 2016 - JUL 2022
Support Network Operation Centre (sNOC) Technician
Answer call Centre incoming calls, Responding to customer emails, Provide product and service information to customers, Routing of calls to relevant departments, Follow up customer calls where necessary, Selling of products and services, Resolve customer complains, Creation, Updating and Closing of customer tickets on Splynx application, Domain CPanel migration from one server to another using a transfer tool, Configuring all devices to be used by onsite team (Mikrotik, Airmax, UAPs, etc.), Creation and activating of all customer accounts to be connected on the network.

Enterprise Unit Technician

Supporting and Managing of HotSpot Network Manager, Configuring and deploying Yeaster IPPABX system (Adding both Extensions and Trunks, Call Controls, Call Features, Voice Prompts, Monitoring, and Maintenance), and Configuring IP Phones



WORK EXPERIENCE

Remote Customer Support, Networks and Applications Admin Technician

Remotely assisting of customers with internet issues, Call Centre agent for all support issues, Responding to customer emails, Monitoring Touch IT network of any glitches using The Dude OS to report to Onsite Team, Monitoring of IHM clinics status on Dude OS, Troubleshooting in case of clinic downtime, Monitoring of Touch IT Networks Core Routers and CPE routers, Creation of domains on Afrihost through ClientZone, Editing of domain DNS to redirect them to our Web Host Manager, Managing all cPanel accounts on Web Host Manager (WHM), Creation of PPPoE accounts and Service Plans, Assigning all CPE routers public IPs based on company criteria, Using Splynx application for day to day work, WHMCS application for customer information and billing system, Remote monitoring of Touch IT network using the WinBox application, Creating duty roasters for staff based on working shifts of the company.

Second Line Support Technician (Manager 28/07/2017 to 04/08/2017)

Installation and Configuration of Ubiquiti all Airmax devices (UniFi UAPs, UniFi Switches, Power Beam M5 and AC, Lite Beam M5 and AC, Nano Stations M Series, Rockets, etc...), Configuration of CPE routers (Mikrotik, Tenda, Edimax, TOTO Link, D-Link, etc.), Support of both Ubiquiti and Mikrotik devices, Doing Installation Surveys, Troubleshooting all network problems, Managing hotspot system (HotSpot Network Manager): by creating script (GatewayConfigFiles), and Domains to be used, Addition of all System users (System and Manager System users), products and policies, Monitor all Touch IT devices by using Ubiquiti Network Management System (UNMS). Managing and monitoring of all Touch IT UAPs using Unifi Controller, Technical support when the Touch IT site is down by visiting sites; changing of batteries, UPS and identifying the problem and acting on it, Support of clients on ground with Internet problems.

> ICAP SWAZILAND (SHIMS Project)

MAY 2016 - JUNE 2016

Enumerator

Handling tablets and technology equipment with care; Practicing best methods with tablets (charging battery, turning off WIFI connectivity when not needed, etc.); With Enumerator Supervisor, identifying the boundaries of an Enumerator Area (EA); Drawing detailed landmark features on the satellite map of the EAs; Listing of all households in the EA in a systematic manner; Communicating with the Enumerator Supervisor problems encountered in the field and follow his or her instructions.

> INKHANYETI SCHOOL

FEB 2015 - MAY 2015

Temporal ICT Teacher and Network Administrator

Preparing lessons, teaching ICT, Writing of prep book and scheme books, doing computer practical, software installations, creating user accounts with user privileges, troubleshooting and monitoring school network.

> TEACHING SERVICE COMMISSION (TSC)

MAR 2012 - DEC 2012

Mathematics and Computer Teacher

Preparing for lessons, teaching and presenting scheme book and log book to Head of Department on weekly basis. Maintaining of Computer Lab by making sure that all computers are working properly. Support of all equipment in terms of softwares and hardware repairs. Facilitating class activities and providing feedback to students about their work.

> COMPUTRONICS HOUSE

FEB 2012

IT Technician

Adding hardware to new computers, installing operating system with all necessary soft wares, ghosting of hard disk drives and finally repacking the computers for shipment to clients.

> SWAZILAND GOVERNMENT (Health Ministry)

JUNE 2015

Independent Monitor for the Measles Campaign

Collection of data, entering the data in a PDA (personal digital assistant) which was later used in the analyzing of data



PROJECT EXPERIENCE

> WEB HOSTING ESWATINI

JUNE 2020- PRESENT

Technical Officer

Domain Registrations, Domain Hosting, Creating Hosting Packages, Managing Web Host Manager (WHM) packages, Building websites using WordPress or simple HTML, Moving websites from one server to another, Creating customer databases, Creating, Updating and Managing email accounts for customers, Uploading of websites on customer CPanel accounts, Adding SSL certificates on websites, Adding SEO services to websites to be ranked highly on Google, Design and Creating Company Logos, Design and Creating Product Promotional Flyers, Designing company Letter Heards and Footers.

> MoH/ IHM VPN IMPELATION

2009 - 2011

Project Manager

Planning, Requirements gathering, Implementation, Testing, and Deploying.

> GCS PROJECT

2012 - 2013

Physical survey on high sites for backbone links, Using AirLink simulator for all last mile sites to be connected to High sites, Setting up the High sites by installing devices on towers, Configuring high sites devices (Airfiber 11x and Airfiber dishes, Mikrotik, EdgePoint routers, Edge Power and sectors) to be used by last mile clients, Creating VLANs for both GCS services and CMIS Services to enable last mile devices to pass traffic in the network.

> NERCHA CLINICS PROJECT

JUNE 2020 - PRESENT

Technical Officer

Doing surveys to see if clinics (Last mile sites) can be connected to the network
Installations of site devices to the GCS networks
Configuring CISCO routers to be used in clinics for data traffic

> VEHICLE AND PERSONELL MONITORING SYSTEM

2009 - 2011

System Analyst

A System's Analyst for the Final year Project as part of the Diploma in Computer Science curriculum.



TECHNICAL SKILLS

WIRELESS ADMIN ● ● ● ● ●

IP V4 ● ● ● ● ●

VPN ● ● ● ● ●

MANAGEMENT ● ● ● ● ●

VIDEO EDITING ● ● ● ● ●

PHOTOSHOP ● ● ● ● ●

WEB DEVELOPMENT ● ● ● ● ●

ROUTING AND SWITCHING ● ● ● ● ●

SERVERS ● ● ● ● ●

SCRIPTING ● ● ● ● ●

GRAPHIC DESIGN ● ● ● ● ●

MICROSOFT OFFICE ● ● ● ● ●



REFERENCES

1. Mr. Mcolisi Dlamini (*Touch IT Newtorks Senior Network Technician*) +268 7655 1048
2. Miss. Nonto Dlamini (*ICAP Swaziland Project Cordinator*) +268 7608 5113
3. Mr. T. Mavimbila (*Eswatini TV Workshop Manager*) +268 7651 4970
4. Mr. Ncamiso Matsebula (*Webhosting eSwatini Founder/ Director*) +268 7612 3513