

Curriculum Vitae – MAYENZIWE MTSHALI

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PROFILE

I am an ambitious man who is prepared to achieve the desired goals of the Job description. I am a hard worker, self-motivated, goal oriented individual who is always looking for a challenge to enhance my skills and knowledge, ICT skills with hands-on experience in first-line IT support, networking, CCTV monitoring, hardware and software troubleshooting, and technical installations. I have good communication skills. I have since developed my desire in the IT to empower more knowledge. I am able to work different kinds of shifts and under pressure. I can speak isiZulu and English fluently also Setswana.

EDUCATIONAL BACKGROUND

Year: 2025

Qualification Networking Basics, Endpoint Security, Ethical Hacker, Cyber Threat Management, Data Analytics Essentials, Data Science, Computer Hardware Basics, Network Defense.

Institution: CISCO Networking Academy

Year: 2020 - 2023

Qualification Information Technology and Computer Science (Level 2, 3, 4) NCV

Institution: (CJC) Central Johannesburg TVET College

Year: 2021 - 2022

Qualification: Cybersecurity, IT Essential, CCNA Network, IoT

Institution: (CJC) Central Johannesburg TVET College @ CISCO

Year: 2021

Qualification: New Venture Creation Level 4

Institution: Thusong Youth Centre @ Sardonix

Year: 2018

Qualification: End-User-Computer | Graphic/ Multimedia Web Design (NQF 2023)

Institution: (BCS Academy) Believers Care Society

WORK EXPERIENCE

February 2023 to July 2023 **Employer: WITS University**

Job title: General Worker

- Cutting trees and grass, removing waste items, and cleaning.

Credly: <https://www.credly.com/users/mayenziwe-mtshali>

LinkedIn: <https://www.linkedin.com/in/mayenziwe-mtshali-120b94205/>

January 2022 to November 2022 Employer: Sportsbet
Job title: General Assistance (Cleaner)

- Maintained neatness and hygiene, collected waste, cleaned bins, and swept, scrubbed and waxed floors.

July 2025 to July 2026 Employer: Dimako Transformers
Job title: IT Intern

- Provide first-line IT support to end users. Troubleshoot desktop, laptop, hardware, and software issues. Assist with installation and maintenance of IT equipment. Support networking infrastructure and connectivity troubleshooting. Configure and maintain computer systems and peripherals. Assist with CCTV, communication, and technology installations. Maintain IT asset records and equipment inventories. Support users with Microsoft Windows and Office applications. Hikvision iVMS CCTV monitoring and live-view, status and connectivity monitoring. Troubleshoot and maintain printers, UPS systems, computers, peripherals, CCTV cameras, and basic network connectivity. Diagnose faults, perform basic repairs and component replacement, configure equipment, and escalate complex technical issues when necessary.

Feb 2023 to date Volunteering at BELIEVER CARE SOCIETY (BCS Academy)

- ❖ Assisted students in Graphics and Multimedia. Captured and verified computer data. Guided and supported students through knowledge sharing.

SKILLS AND COMPETENCIES

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|----------------------|--------------------------------|
| ❖ Microsoft Office | ❖ Problem solver |
| ❖ Good communication | ❖ Attention to details |
| ❖ Time management | ❖ Integrity |
| ❖ Teamwork | ❖ Flexible and trustworthy |
| ❖ Leadership | ❖ Record keeping/ Data capture |

REFERENCE

Name: Miss Nesisa Khumalo
Designation: Manager at Sportbet
Contact number: 084 289 4325

Name: Miss Mashanki Mofokeng
Designation: Project Coordinate at Believers Care Society
Contact Number: 011 568 7917 / 073 346 0706

Name: Mr Nathi
Designation: Facilitator @ Believers Care Society in graphic/ Multimedia
Contact Number: 067 074 8824

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LinkedIn: <https://www.linkedin.com/in/mayenziwe-mtshali-120b94205/>