MAYENZIWE MTSHALI

062-658-0297

Mayenziwe6991@gmail.com

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

https://www.credly.com/users/mayenziwe-mtshali Cisco

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.

Skills / Strengths

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

Experiece

2022-01-01 –2022-09-09 **General Assistance (Cleaner)**

Sportsbet

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

2023-02-01 –2023-07-07 **General Worker**

WITS University

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

2025-10-01 –2026-09-30 **IT INTERN**

DIMAKO TRANSFORMERS (PTY)LTD

- 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.

2024-06-03 –2024-06-30 **Sales Junior Administrator (Intern)**

Meridian Wine Merchants

- *Provided admin support to stuff, managed mails, calls, records and MS Excel. Assisted with product pricing and merchandising and solved daily workplace problems through teamwork, responsibility and technical skills. Certificate of Wine of SA.*



Education

2020-2023 **(CJC) Central Johannesburg TVET College**

- IT and Computer Science Level 2, 3, 4
- CISCO= Cybersecurity, IT Essential, CCNAv7 Networking, IoT.

2021 **Thusong Youth Centre @ Sardonix**

- New Venture Creation Level 4

2018

(BCS Academy) Believers Care Society

- End-User-Computer
- Graphic/ Multimedia Web Design

Training and Certifications

2025 to 2026

YES4Youth Work Readiness Training/ CISCO Networking Academy

- YES-Work Readiness completed 31/10/2025
- YES-Digital completed 10/11/2025
- YES-Entrepreneurship completed 28/11/2025
- YES Certificate of completion 01/10/2026
- Dimako Transformers completed 1/09/2026
- CISCO-Networking Basics completed 26/10/2025
- CISCO-Computer Hardware Basics completed 27/10/2025
- CISCO-Endpoint Security completed 26/11/2025
- CISCO-Cyber Threat Management completed 1/12/2025
- CISCO-Intro to Data Science completed 4/12/2025
- CISCO-Data Analytics Essentials completed 5/12/2025
- CISCO-Ethical Hacker completed 13/12/2025
- CISCO-Network Defense completed 17/05/2026

2024

CISCO, Metropolitan Engineering College

- CISCO-Cyber Security completed 23/06/2024
- CISCO-Cyber Security Essentials completed 28/06/2024

References

Name	Company	Contact Details
RADOMIR RADEV	DIMAKO TRANSFORMERS (PTY)LTD	radomir@dimakoind.com
MISS ALLISON CLAASEN	MERIDIAN WINE MERCHANTS	0792662294
MASHANKI MOFOKENG	BELIEVERS CARE SOCIETY	011 568 7917/ 073 346 0706