

# MR TLOTLISO MARK MOKABO

## IT GRADUATE

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### PROFILE

ICT Graduate with a Diploma in Information Technology and a strong academic foundation in IT support, networking, and systems fundamentals. Equipped with hands-on exposure through coursework and projects in troubleshooting, user support, and basic network configuration. Motivated to support internal IT operations within a large, structured organisation, contributing to reliable systems that enable efficient operational and administrative functions while developing practical skills in a professional environment.

### EDUCATION

#### NQF LEVEL 6 - National Diploma in Information and Communication Technology (ICT)

Walter Sisulu University

2021 – 2025

Average Grade: 72%

#### National Senior Certificate (Matric) – Mathematics and Physical Sciences

Telelo Secondary School

2019

### PROFESSIONAL EXPERIENCE

#### Peer Helper - End of Contract

Walter Sisulu University | Buffalo City Campus

02/2022 – 12/2024

- Collaborated with senior professionals and experienced developers during structured academic and support activities.
- Participated in development meetings, requirements discussions, and structured learning activities.
- Created and maintained accurate documentation for knowledge sharing and system understanding.
- Demonstrated excellent communication skills and worked effectively within a team environment.
- Participated in formal learning and development, mentorship opportunities, and professional development activities.
- Supported internal systems through guidance, documentation, and process support.
- Awarded Most Promising Peer Facilitator.

#### Computer Lab Technician Assistance (Volunteer)

Walter Sisulu University | Buffalo City Campus

02/2024 – 05/2024

- Provided first-line IT support to users (hardware, software, and basic network issues).
- Assisted with system administration and user account management.
- Supported IT asset management and documentation.
- Demonstrated problem-solving abilities, attention to detail, and teamwork skills.
- Assisted with troubleshooting, installations, and upgrades.
- Followed IT policies, procedures, and security standards.

### CERTIFICATES

- Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate
- Oracle Data Platform 2025 Certified Foundations Associate
- IBM Data Science Tools and Foundations
- Pragmatic Works: Power BI for Data Analytics
- Cisco: Introduction to Networks
- CCNA: Routing, Switching, and Wireless Essentials

### REFERENCES

Dr Obie (Service Management lecture) + 27 64 626 2491

Ms Yantolo (Peer Helper Coordinator) +27 74 972 8460

Ms NP Dhlamini (Colleague) +27 64 970 0076

### SKILLS

#### IT Support Skills

Hardware And Software Support, Desktop And Laptop Support, System Installation And Configuration, User Support, Troubleshooting, Fault Diagnosis, Ticket Handling, Technical Documentation, Microsoft Office Support, Basic System Maintenance

#### Networking Technical Skills

LAN And WAN Fundamentals, VLANs, Inter-VLAN Routing, Static Routing, Dynamic Routing, DHCP, DNS, Wireless Networking, VPN, Network Troubleshooting, Ping, Tracert, Network Monitoring

#### Cybersecurity Skills

Firewall Configuration, Access Control Lists (ACLs), Port Security, Network Security Fundamentals, Basic Threat Awareness, Secure Network Configuration, Encryption Fundamentals, Information Security Principles, Policy Compliance, Security Best Practices

#### Tools & Technologies

Microsoft Windows Server, Microsoft Active Directory, Microsoft Exchange / Microsoft 365 Suite, Cisco networking technologies, VMware ESX, Hyper-V virtualization, ICT security monitoring tools, vulnerability assessment tools, authentication & access control systems, ICT governance frameworks

#### FRAMEWORKS & METHODOLOGIES

ITIL, SDLC | Agile | Scrum | ISO/IEC 27001

### KEY PROJECTS

#### SA Food Insecurity - Data Insights Project

Power BI, Microsoft Excel, Google Sheets, HTML, CSS, JavaScript, Python, Statistics SA

- Performed data analysis using Power BI and Google Sheets, transforming raw data into actionable insights.
- Designed and implemented interactive dashboards, KPIs, trend reports, and visual analytics to support data-driven decision-making.
- Developed an agricultural support website integrating analytics, enabling NGOs and stakeholders to monitor trends and make informed decisions.
- Contributed to testing and documentation
- Demonstrated problem-solving abilities and excellent analytical and mathematics skills
- Collaborated within small teams to solve problems

#### IT Service Management Research Project

IT Service Management frameworks, Research Methods, Documentation Tools, Microsoft Office

- Researched operational and attendance challenges within an academic environment
- Proposed a Student Attendance Monitoring System to improve accountability and efficiency
- Conducted system analysis, requirements gathering, and documentation
- Applied ITIL and service management principles
- Created detailed documentation of processes, systems, and configurations for knowledge sharing.

#### Build and Design a Network Project

Cisco Packet Tracer, VLANs, Inter-VLAN Routing, DHCP, DNS, VPN, Static & Dynamic Routing, Firewall Configuration, ACLs, Network Security

- Designed and configured enterprise-style networks using Cisco Packet Tracer
- Implemented VLANs, Inter-VLAN Routing, DHCP, DNS, VPNs, wireless networks, and network security controls
- Applied troubleshooting techniques to identify and resolve network issues
- Produced technical documentation to support system understanding