

# Sipho Cedric Dlamini

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## Objective Summary

Motivated and detail-oriented IT management graduate with practical experience, prepared to excel in the role of an IT Technician. Adept at troubleshooting, hardware/software support, and ensuring seamless IT operations. Excited to contribute a proven track record of success and a dynamic approach to a forward-thinking IT team.

## Experience

**IT Support Volunteer** | Aug 2022 - Oct 2022

### HL Setlaletoa Secondary School

- Conducted diagnostic tests to identify and troubleshoot software and hardware problems.
- Ensured adherence to school code of conduct, maintaining a positive learning environment.
- Maintained accurate records of technical issues and resolutions.
- Developed responsive and user-friendly websites using HTML, CSS, and JavaScript.

## SKILLS AND ABILITIES

- **Technical Proficiency:** IT support, troubleshooting, and system administration.
- **Network Management:** Ensure reliable and secure network connectivity. DNS, DHCP, AD
- **Software Expertise:** Office 365, Project Management, and firewall management.
- **Documentation and Optimization:** Maintain accurate records; contribute to process efficiency.
- **Communication and Collaboration:** Strong interpersonal skills; effective team collaboration
- Ability to analyze and solve technical issues logically.
- Record Keeping: Maintaining accurate records of IT systems, configurations, and changes.
- HTML, CSS, Javascript, SQL
- Excellent verbal and written communication for interacting with users.

## Education

**Diploma in IT Management** | Jan 2020–Dec 2022

IIE Rosebank College

## Reference

**Available upon request.**

