

Katlego Tshabalala

✉ tshabsmckay@gmail.com 📞 0614547069 📍 Midrand, South Africa

Profile

I am an aspiring network professional currently working as a **NOC Engineer (Tier 1)**, with a strong foundation in **network monitoring, troubleshooting, and incident management**. Proficient in using tools like **PRTG** and **IRIS** to oversee network performance, detect anomalies, and ensure system reliability. Experienced in documenting incidents, escalating complex issues, and collaborating with cross-functional teams to maintain seamless operations.

I hold certifications in **CCNA, ITIL, and Microsoft Azure Fundamentals (AZ-900)**, reflecting a solid understanding of networking, IT service management, and cloud fundamentals. I have completed a **National Diploma in Information Technology**, specializing in **Communication Networks**, and am currently enrolled in a **Contact Center Management(NQF5)** program to expand my customer service and communication skills.

Education

National Diploma in Information Technology : Communication Networks Jan 2019 - Dec 2023
Tshwane University of Technology

Higher Certificate in Business Administration Jan 2014 - Dec 2014
PC Training and Business College

Employment

NOC Engineer Mar 2024 - Present
CMC Networks

- Use IRIS and PRTG applications for packet tracing, latency analysis, traffic, and capacity monitoring.
- Monitor the uptime and performance of client internet links and escalate issues to internet service providers (ISPs) when needed.
- Use tools such as network monitoring platforms to receive real-time alerts on outages, degraded performance, or security threats.
- Monitor customer alerts and notifications, taking corrective action to remediate issues.
- Proactively monitor and report on network and system outages.
- Proactively monitor critical network infrastructure (routers, switches, firewalls, WAPs, internet links) using IRIS, PRTG, WinBox, Putty, and other diagnostic tools to detect and resolve performance issues.
- Respond to real-time alerts and system notifications, diagnosing and resolving incidents efficiently to minimize downtime and

Personal details

LinkedIn
linkedin.com/in/katlego-tshabalala-819203142

Skills

Troubleshooting
CLI Management
Network monitoring
Incident management
Ticketing systems
Remote troubleshooting
Basic network protocols
LAN troubleshooting
Router and Switch configuration
Remote desktop support
Software installation and configuration
Active Directory management
Software and hardware troubleshooting
Microsoft 365 and Azure AD Administration

meet SLA/MTTR targets.

- Perform remote troubleshooting via command-line tools (ping, traceroute, nslookup, ipconfig) and device-level access for performance checks and fault isolation.
- Escalate unresolved or complex issues to senior engineers with complete diagnostic context, ensuring effective resolution.
- Create, update, and manage support tickets in Fresh Service ITSM, ensuring thorough documentation and timely communication throughout the incident lifecycle.
- Triage alerts based on priority, impact, and urgency; respond immediately to high-priority issues affecting client productivity while ensuring timely resolution of lower-priority incidents.
- Collaborate with service providers and internal teams to resolve connectivity and hardware issues; log and manage ISP tickets to ensure SLA compliance.
- Maintain professional communication with clients, providing clear status updates, explanations, and post-resolution insights.
- Identify recurring issues and trends, escalating for root cause analysis and contributing to long-term infrastructure improvements.
- Participate in internal knowledge-sharing sessions and support continuous process improvement through feedback and checklist updates.

IT Infrastructure Intern

Aug 2023 - Feb 2024

InfoVerge Solution

- Configured and enrolled devices into Azure Active Directory.
- Installed and set up Microsoft Office 365.
- Administered user access by assigning Microsoft roles and licenses.
- Performed tenant-to-tenant migration of OneDrive, Exchange mailboxes, and Microsoft Teams environments.
- Managed and resolved user support tickets through the support application.

IT Support Intern

May 2023 - Jul 2023

Gijima (GDE Tshwane West District)

- Provided first line technical support for all GDE users.
 - Minimized service disruption by operating, supporting and maintaining day to day operational issues of the institution and district.
 - Attended to user complaints and provided resolution at first contact.
 - Performed printer maintenance, installation, configuration and testing of network for all new ICT equipment.
 - Performed Windows environment installations and managed patching.
 - Diagnosed and resolved LAN and Wi-Fi connectivity issues.
 - Onboarded and configured new user accounts.
-

Certificates

Cisco Certified Network Associate (CCNA)

Present

ITIL V4 in ITSM

Present

Microsoft Azure Fundamentals (Ms AZ900)

Present