

KHULEKANI MTSHALI

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PROFESSIONAL SUMMARY

Computer Science graduate with hands-on experience across software development, IT infrastructure, systems support, and cloud environments. Proven ability to diagnose complex technical problems, maintain secure and high-availability systems, and communicate clearly with both technical and non-technical stakeholders. Comfortable working across the full technology stack — from hardware and OS-level troubleshooting to application development, database management, and cloud deployment. Seeking roles in software engineering, IT operations, cloud computing, data, cybersecurity, or technical support where I can add value through structured problem-solving and a strong technical foundation.

EDUCATION

BSc Computer Science | University of the Witwatersrand | 2022 – 2025

Data Structures & Algorithms · OOP · Software Engineering · Operating Systems · Computer Networks · Database Systems · System Analysis & Design · Cybersecurity Fundamentals · Cloud Computing · Web & Mobile Development · Human-Computer Interaction · Organisational Data Management

National Senior Certificate | Luthuli High School | 2021

TECHNICAL SKILLS

Programming & Development: Python, Java, C++, JavaScript — OOP, data structures, algorithms, complexity analysis, system design

Operating Systems: Windows & Linux — configuration, administration, troubleshooting, performance tuning

Networking & Infrastructure: TCP/IP, DNS, DHCP, IP configuration, connectivity diagnostics, managed lab infrastructure

Databases & Data: MySQL, Firebase — schema design, querying, data integrity, basic data modelling

Cloud Platforms: AWS EC2, S3, IAM — deployment, access management, cloud fundamentals (AWS-certified)

Cybersecurity: Access control, endpoint security, secure configuration baselines, permission management

IT Support & Systems: Tier 1 & Tier 2 support, workstation imaging, patch management, root cause analysis, incident documentation

Tools & Collaboration: Git, GitHub, Linux CLI, Windows CLI, CRM & ticketing systems

WORK EXPERIENCE

Laboratory Technical Assistant | University of the Witwatersrand | 2023 – 2026

- Delivered Tier 1 and Tier 2 technical support across multi-user lab environments, resolving OS, application, and network incidents with minimal downtime.
- Deployed, configured, and maintained Windows and Linux workstations including IDEs, compilers, database engines, and virtualisation platforms.
- Conducted system-level diagnostics and root cause analysis on hardware faults, driver conflicts, OS corruption, and performance degradation.
- Troubleshot TCP/IP connectivity, DNS failures, authentication errors, and network misconfigurations within managed lab infrastructure.
- Executed workstation imaging, patch management, and controlled software deployment to maintain configuration consistency and security compliance.
- Applied access control, permission management, and endpoint hygiene standards across shared multi-user systems.
- Documented technical incidents and implemented preventative controls to reduce recurring failures and improve system reliability.

Call Centre Agent | DIAL-N-DINE, LLC | 2023 – 2025

- Managed high-volume inbound operations using structured ticketing and CRM systems under defined SLA constraints.
- Diagnosed and resolved transactional and system-level issues, escalating technical anomalies to appropriate support tiers.
- Maintained confidentiality and integrity of sensitive customer data in compliance with data handling standards.
- Identified recurring system inefficiencies and contributed to process improvement recommendations.

First-Year Experience Mentor | University of the Witwatersrand | 2024 – 2025

- Provided structured onboarding guidance, assisting students in navigating institutional digital systems and academic workflows.
- Supported adoption of technical coursework through structured mentoring, resource alignment, and one-on-one coaching.

CERTIFICATIONS & TRAINING

- Full Stack Development — FNB App Academy (32 Credits), July 2025
- AWS Cloud Bootcamp — Certificate of Achievement, September 2025

KEY STRENGTHS

Adaptable across technical disciplines · Strong written and verbal communication · Structured problem-solving & root cause analysis · Works well under pressure and SLA constraints · Experienced in both independent and team-based environments · Quick learner with a track record of upskilling

REFERENCES

Available on request.