



# SANDILE NYAWO

Snr Technical Support Engineer  
Team Lead

## ABOUT ME

As a highly qualified IT Engineer with a wealth of experience, I am driven to provide excellent client service and have a proven track record in all areas of client relations. I excel in problem-solving, planning, managing, and executing projects to the highest standard.

I am committed to performing at my best at all times and have a natural ability to lead and work effectively as part of a team. My passion for delivering world-class service to clients is at the heart of everything I do.

## CONTACT ME

- South Africa
- <https://sandile.co.za/>
- 920803
- 082 085 5851 | 072 506 5991  
sandilet@gmail.com

## MY SKILLS

- Hardware & Software
- Office Applications
- Networking & Security
- Troubleshooting
- Project Management
- Leadership

## WORK EXPERINCE

01. 2023 to Present | **Thrive DX** Cape Town – EMEA Remote

### Position | Snr Technical Support Engineer | Team Lead

Take ownership of customer issues and ensure that they are resolved in a timely manner, while providing accurate and timely feedback to customers.

- Attend virtual meetings with clients to analyze, troubleshoot, and diagnose problems, following the SLA for issues with respect to their severity.
- Manage multiple cases at once, troubleshooting software errors reported by clients, installing and upgrading software components, managing virtual servers, and integrating automation processes.
- Identifying software solutions and document technical processes for both internal and external use.
- Assisting clients in setting up Phishing/Awareness/Smishing campaigns for their organization to ensure maximum utilization of the product.
- Addressing issues reported by instructors and learners during Cyber Security Boot Camps.
- Workoing closely with Pen testers, Devs, and QAs to ensure the product is delivering the required outcomes.
- Leading the team on complex projects to maintain secure operations.
- Developing and implement new standards and policies to improve team efficiency and effectiveness.
- Focusing on enhancing the customer experience by designing new ways to operate.
- Teach team members how to access back-end processes and customer VPS's using SSH protocols and Linux commands.
- Perform system updates from Debian to Ubuntu and execute data migrations using SCP protocols.

In summary, I am responsible for providing leadership to the team and exceptional technical support to customers, ensuring that their issues are resolved in a timely manner while adhering to best practices and industry standards, leading the team

10. 2021 to 01.2023 | **Digicert** Cape Town, Century City, South Africa

### Position | Technical Support Engineer – USA – Night Shift

Providing telephone, email and live chat-based support

- Managing workload to ensure all customer issues are handled and resolved in a timely manner
- Cross-functional collaboration to disseminate information in a clear manner to all audiences
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Analyze complex customer issues to identify problem area(s) and recommend and take corrective action
- Providing superior customer service and build successful long-term customer relationship
- Working closely with management to provide valuable input to improve the product's vision and to make DigiCert customers successful
- Develop common question and answer documentation to be included in DigiCert's Knowledge Base
- Demonstrate ability to accurately gather information and document customer issues through the CRM tool
- Actively support achievement of team goals, objectives and compliance within SLA
- Achieve and maintain high levels of customer satisfaction
- Also serve in a trusted role capacity as a Registration Officer which is relevant to your system access privileges
- Assisting with the issuance process for the products we provide to our customers, for example research customer organizations and verify organization contact details online, Validation Process
- Working on weekends and/or join an on-call roster when required.
- Platforms/Technologies working on include MPKI, API, SSL, Codesigning, HTML, DNS, S/MIME, SMTP, SSO, IoT, AD, Server management and Networking protocols.



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07. 2022 to 01.2023 | **Take A Lot** Cape Town, Head Office, South Africa

### Position | IT Support Level 3 – Day Shift

- Provide advanced technical support to users with complex technical issues related to hardware, software, and network systems,
- Using in-depth knowledge of operating systems, software applications, and hardware to identify the root cause of issues and resolve them efficiently.
- Documenting issues and resolutions by creating and maintain documentation for technical issues and resolutions, which is used as a reference by Level 1 and Level 2 support staff.
- Providing guidance and training to Level 1 and Level 2 support staff to help them resolve technical issues more effectively.
- Escalating complex issues to System Admin / Dev and product management or vendors and ensure that the issues are resolved in a timely manner.
- Implementing security measures including firewalls, intrusion detection, and anti-virus software, to protect the company's IT systems and data, SSL Certificate and PKI implementation.
- Performing system upgrades and maintenance to ensure the IT systems and network infrastructure are up-to-date and functioning efficiently.
- Monitoring and optimizing performance of IT systems and network infrastructure to ensure maximum uptime.
- Collaborating with other IT teams to implement and maintain IT policies, procedures, and standards across the organization.
- Participating in IT projects, including new software and hardware implementations, system upgrades, and network infrastructure changes, working closely with System Admins for Organization Software Deployments and implementation.
- Setting up Zoom Webinars for Organization All Hands.
- Setting up Mac Machines for Software Engineers based on required specification, and assisting with migrations from one Mac to another during upgrades.

07. 2020 to 09. 2021 | **Digicert** Cape Town, Goodwood, South Africa

### Position | Technical Support Analyst - USA

- Deliver excellent customer service in order to resolve customer concerns and retain customers.
- Respond to incoming customer inquiries about Digicert products
- Provide superior customer service and build successful long-term relationships with external clients to ensure customer loyalty
- Working on API, SSL, Codesigning, HTML, DNS, S/MIME, SMTP and Networking protocols.
- Managing support tickets, email, phone, and chat.
- Receive inbound customer emails/calls and place outbound follow up emails/calls during scheduled hours, providing an excellent customer experience at all times
- Achieve productivity related targets including support tickets processed, average response time, average time to close, etc.
- Actively contribute to Web self-help by using Knowledge Centered Support (KCS) principles
- Installations of Certificates, windows server, firewalls, Linux, Apache, Tom Cat, Cisco AS500, AWS, Nginix, webservices and many more
- Remain fully aware of the availability of all aspects of the SSL certificate products so that every opportunity to meet our customer's needs is taken
- Achieve and maintain high levels of customer satisfaction



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01. 2016 to 06.2020 | **Bytes Systems Integration** Durban, Central, South Africa

### Position | Senior Support Technician

- Diagnosing hardware and software related issues across the range of supported devices (Desktops, Laptops, Tablets, Mobile)
- Primary Desktop Support (Installation, configuration, problem identification and resolution for Microsoft and Apple products and other supported products (Windows 7 | 8.1 and 10, Office 365, Apple Mac, SAP etc.)
- Business portal support and report generating web applications
- Primary support for group executives, directors & senior managers
- Proactively support the entire Desktop environment and make recommendations to the Team Lead
- Service calls updated and resolved via the Service Desk tool
- Work effectively as part of a team and seek to support the team's goals
- Continuous broadening of own technical skills and problem solving
- Managing domain controller, AD (Active Directory) & Microsoft Exchange
- Supporting network infrastructure from switches to the router to wireless connectivity.
- Introducing new equipment and software to users and clients
- Managing the whole IT infrastructure at an onsite environment

### CLIENTS

Performing all these duties for these Bytes Systems Integration Clients:

- Multichoice Brach (DBN)**
- Multichoice Agencies (KZN and EC)**

05. 2013 to 12. 2015 | **Gijima Technology People** Durban, Central, South Africa

### Position | FSE | Field Service Engineer

Troubleshooting hardware, software and network operating system | Providing individual training and support on request | Providing recommendations about accessing information and support

Maintain current and accurate inventory of technology hardware, software and resources | Connecting and setting up hardware and Network resources | Loading all required software | Providing support to different sites | Installing hardware and software systems | Maintaining or repairing equipment | Troubleshooting a variety of computer issues | Setting up computer security measures | Configuring computer networks | Offering technical support on-site or via phone or email | Training clients on you software and applications | Creating and maintaining back up of systems | Filing reports on calls | Providing feedback on how to improve operations

### CLIENTS

Performing all these duties for these Gijima Technology People Clients:

- |                                  |   |
|----------------------------------|---|
| <b>Capitec Bank</b>              | <b>DOD (Department of Defence)</b>                      |
| <b>FNB (First National Bank)</b> | <b>DOH (Department of Health)</b>                       |
| <b>FNB (Merchants)</b>           | <b>DOE (Department of Education)</b>                    |
| <b>Total SA</b>                  | <b>DOA (Department of Agriculture)</b>                  |
| <b>Ackermans</b>                 | <b>GPAA (Government Pensions Administration Agency)</b> |
| <b>Protea Hotel</b>              | <b>SARS (South African Revenue Services)</b>            |
| <b>Southern Sun Hotel</b>        |   |
| <b>Sanlam</b>                    |   |



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## EDUCATION

### Bytes People Solutions Durban

2021 to Present – InProgress

Comptia Security+ – Training Completed

Windows 10 – Training Completed

### Isolve

2011 to 2012 Durban Musgrave | Office Tower Level 12

Comptia A+ Certified

Comptia N+ Certified

### Vukuzakhe High School

2007 to 2010 eMlazi - Matric/Senior Certificate

**Subjects:** IsiZulu First Language | English Second Language | Physical Science | Business Studies | Mathematics | Life Science | Life Orientation

### Leadership Skills

RCL (Representative Council of Learners) 2007 and 2008

RCL (Representative Council of Learners) President 2010

### Language Skills

Speak, read and write fluent English.

Speak, read and write fluent isi-Zulu.

Speak Xhosa

### REFERENCES

Available upon request.