**SARAH AMANDA MAHLANGU**

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**Personal Summary**

I actively participated in troubleshooting and resolving network issues, identifying root causes, and implementing effective solutions to minimize downtime and enhance network reliability. My experience in conducting network assessments and providing recommendations for network optimization further contributed to the success of both internal and external projects.

**Skills**

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| * Site Surveys * Routing Protocol Expertise * Corrective Actions * Data Lakes * Technical Diagram Generation | * Infrastructure Improvement * Siebel * Network Device Monitoring * Continuous Improvement Projects * Packet Trace Analysis |

* Site Surveys
* Routing Protocol Expertise
* Corrective Actions
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* Infrastructure Improvement
* Sieble
* Network Device Monitoring
* Continuous Improvement Projects
* Packet Trace Analysis

**Work History**

Network Specialist Engineer Oct 2021 - Dec 2022

**Exponent** **South Africa**

* Managing contracts for Site-to-Site VPNs, IPsec and SSL, VPN configuration
* Systems management, project management and procurement
* Performing Installations, modification, testing and servicing of all internal and external facing data communications, and local/wide-area network (LAN/WAN) equipment including firewall set up and configurations
* Providing day-to-day technical support to 1000+ users as required for the network, server, general IT infrastructure, including firewall
* Servers, Storage, and other data center issues
* Installing, configuring and troubleshooting servers, storage, backup and telephony solutions in a heterogeneous data center environment
* Ensuring and maintaining the stringent security standards and practices in accordance with company and IT security policies and procedures, especially as they relate to network.
* Tested and analyzed equipment design and performance feasibility to determine potential ROI.

IT TECHNICAL OFFICER Jan 2018 - Oct 2021

**Vodacom Business** **South Africa**

* Continuous Service Improvement for client networks through agreed change management processes to improve service availability
* Managing, granting access to network devices based on the level of access required by new engineers,

Cisco ACS and managing Tacacs+

* Designing, building and maintaining Java-based applications & websites
* Contributing and taking part software and architectural development activities
* Developing well-designed, efficient, and testable code
* Conducting software analysis, programming, testing, and debugging
* Implemented 802.1 x port-based authentication to minimize the use of unauthorized devices connecting to the company network.
* Optimizing 4G/LTE and 5G networks for 4000 remote sites, with capacity planning and back backbone selection between.
* Fiber, Microwave, or Satellite.
* Providing 2nd Level Support to the OHL Platinum customer and various core customer networks across the world.
* Troubleshooting firewall issues and Email appliances like Cisco Iron ports.
* Provisioning /Migration of new and customer networks into the Vodacom MPLS backbone.
* Bandwidth optimization using various techniques such as classification shaping rate limiting, prioritizing mission critical traffic (QoS)
* Configuring of IPSEC, GRE VPNs and various tunneling methods, troubleshooting and optimization.
* Troubleshooting and resolution of common BGP, OSPF and various IP routing issues.

**Education**

Computer Networking and Cybersecurity

Monroe College New York

(CCNA & CCNP)Modules for CCNA: 1Introduction to Networks. CCNA 2: Routing And Switching Essentials CCNA 3: Scaling Networks CCNA 4: Connecting NetworksCourse Subjects/Modules for CCNP: Enterprise Technologies (CCNP)

Information of Technology Jan 2018

Boston College Midrand SA

Elandspoort High School 2017

**Certifications**

* CCNA 1: Introduction to Networks.
* CCNA 2: Routing and Switching Essentials
* CCNA 3: Scaling Networks
* CCNA 4: Connecting Networks
* Enterprise Technologies (CCNP ENCOR (350-401)
* Enterprise Concentration Module (CCNP ENARSI (300-410)