

SIMPHIWE MADRATI

2nd Line Helpdesk Support & Cloud IT Support Technician
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PROFESSIONAL SUMMARY

Customer-focused and CompTIA-certified 2nd Line Helpdesk Support Technician with hands-on experience delivering remote and on-site technical solutions for small- to medium-sized businesses. Skilled in Windows Server environments, MS Hosted Exchange, Office 365, Azure AD, Intune, hypervisors, basic SQL administration, and network infrastructure (LAN, TCP/IP, VPNs). Known for taking a clear, non-jargon approach with clients while resolving 30-50 complex tickets weekly, maintaining 95%+ SLA compliance, and driving technical excellence.

CORE COMPETENCIES

Cloud & Identity Systems:	Microsoft Azure, Azure AD, MS Hosted Exchange, Office 365, Intune, MFA, Conditional Access
Server & Virtualization:	Windows Server (2016-2022), Active Directory, Hyper-V, Group Policy, Basic SQL Administration
Networking & VPNs:	LAN/WAN, TCP/IP, DHCP, DNS, Wi-Fi, Firewalls, Remote Desktop Services (RDS), VPN Support
Helpdesk Operations:	2nd Line Remote Troubleshooting, Ticketing & Escalation, SLA Management, Non-Jargon Communication
Security & Support:	Endpoint Protection, Anti-Virus, Backup & Disaster Recovery Verification, Windows 10/11, MS Office

PROFESSIONAL EXPERIENCE

2nd Line Helpdesk Support / Cloud Solutions Technician

March 2025 – July 2026

OnePro

- Delivered 2nd line helpdesk support across hybrid cloud and on-premises environments, taking a non-jargon approach to resolve complex technical issues for non-technical clients across small- to medium-sized businesses.
- Managed MS Hosted Exchange, Office 365, and Azure AD / Intune configurations for 50+ users, including license assignments, user access controls, and multi-factor authentication (MFA) setups.
- Administered Windows Server environments, supporting Active Directory, user permissions, Hyper-V virtual machines, basic SQL queries, and remote connectivity across networks.
- Troubleshoot core network infrastructure, including LAN, TCP/IP, DNS, DHCP, Wi-Fi, and remote user VPN access to ensure seamless connectivity and maximum client uptime.
- Strengthened data protection and business continuity by executing backup tools verification and monitoring disaster recovery procedures for critical client systems.
- Deployed and maintained endpoint security and anti-virus solutions across 80+ workstations to ensure compliance with Cyber Essentials policies and standards.
- Utilized remote troubleshooting and management tools to resolve 30-50 support tickets weekly, maintaining 95%+ SLA compliance and cutting average resolution time by 30%.
- Exceeded client expectations by conducting root-cause analysis to reduce repeat incidents by 25%, building strong rapport while keeping business operations productive.
- Maintained 100% documentation accuracy for incident logs, escalation procedures, and infrastructure configuration guides in the central IT knowledge base.

API Development & IT Support Intern

2024 – 2025

Procure Trade

- Supported end-to-end IT operations for 40+ staff users, deploying, configuring, and maintaining software across 60+ workstations.
- Assisted in API and payment integration testing while analyzing recurring system faults to reduce user issues by 20%.
- Participated in bi-weekly software deployment cycles and improved turnaround time by 25% through clear, direct user guidance.

- Handled 20-35 support tickets per week, logging, tracking, and resolving 100% of assigned incident requests.
- Provided direct Windows and Microsoft 365 user support, onboarded and configured 30+ new accounts, and improved escalation accuracy by 30%.

EDUCATION & CERTIFICATIONS

Diploma in Systems Development

Boston City Campus (2021-2024)

Certifications:

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA Project+
- Huawei HCIA - Cloud Services

Languages: English, isiXhosa, Zulu, Setswana

REFERENCES

Neil Pollock

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