

TOZAMILE SIKHENJANA

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| neweradynasty-hub.lovable.app

PROFILE SUMMARY

Versatile professional combining hands-on IT support, cybersecurity fundamentals and web development with practical experience in business operations, administration and event/entertainment coordination. Proven ability to manage documentation, client communication, incident resolution and day-to-day operations across fast-paced environments, alongside a growing portfolio of self-built technical projects, including a custom business-management web application built and deployed for a live hospitality operation. Comfortable working independently, learning new tools quickly, and translating technical ability into practical business solutions.

KEY SKILLS

IT Troubleshooting & Network Fundamentals • Cybersecurity Fundamentals & Pentesting (Kali Linux, Metasploitable 2, DVWA) • Web Development (AI-assisted platforms, GitHub) • Administrative Support & Documentation • Data Management & Reporting • CRM & Ticketing Systems • MS Office (Word, Excel, PowerPoint, Access) • Business Proposals & Operational Documentation • Event & Entertainment Coordination • Client Communication & Incident Resolution • Analytical Thinking & Problem-Solving

WORK EXPERIENCE

Resident DJ & Operations Coordinator — 469 Premium Bar & Butchery (Pata Pata Lifestyle), Gqeberha 2026 – Present

- Serve as resident DJ, handling music logistics, running orders and entrance/intro cues for live events and performers.
- Designed, built and maintain a custom stock-management web application used daily for bar and butchery operations, covering stock counts, sales and tips logging, specials pricing and staff sign-in, with offline PDF/CSV export.
- Coordinate entertainment programming for recurring events, including artist bookings, schedules and event concepts.
- Act as liaison between venue management, artists and staff, handling bookings, availability and event requirements.
- Prepare business proposals, event concepts and operational documentation for management.
- Develop promotional materials, flyers and marketing content for events and offers; assist with sound-system setup and technical event preparation.

Technical Support & Client Care — Axxess DSL (Pty) Ltd

Mar 2022 – Jul 2023

- Assisted clients with internet, networking and system issues, offering technical troubleshooting and clear solutions.
- Managed customer complaints, escalated issues to senior teams and provided timely resolutions.
- Gained proficiency in CRM and ticketing platforms; maintained efficient reporting and documentation of client issues.

Senior Associate – Operations — WNS Global Services (transferred to Startek (Pty) Ltd)

Mar 2019 – Dec 2021

- Identified and resolved gaps in operational processes; supported teams and clients to assure correctness and dependability.
- Provided administrative support, maintaining accurate records, reports and case-management processes.
- Used MS Excel to build and update spreadsheet reports for internal teams and management.
- Developed strong decision-making and problem-solving ability under pressure.

IT Support – Junior (Temporary)

Apr 2021 – Sep 2021

- Evaluated computing systems and network requirements; performed repairs and improvements.
- Oversaw digital security and supported document management and data-protection compliance.

Junior IT Support (Temporary) — Coalition ICT — on-site at Coca-Cola

Jun 2016 – Jul 2016

- Assisted in encrypting and securing office computers, using SanDisk Cruzer tools for system encryption and data protection.
- Supported general IT troubleshooting, system security and documentation within the office environment.

EARLIER EXPERIENCE

Senior Barber — Black Style Barbershop (Feb 2023 – 2026): managed daily operations, scheduling and workflow; trained and mentored junior staff.

Port Worker — FPT (Pty) Ltd, Port of Gqeberha (Nov 2017 – Jan 2018): supported safe handling of heavy materials in a high-risk operational environment.

Waiter & Runner (Poolside) — Cubaña & McArthur Pool & Leisure Centre (Nov 2015 – Jan 2016): fast-paced, customer-facing service role.

Stock Taker & Backroom Packer — Edcon (Edgar's) (Mar 2013 – Jan 2014): stock handling, organisation and accurate record-keeping.

TECHNICAL PROJECTS & PORTFOLIO

- GitHub — github.com/sikh3nt: web development, business tooling and technology projects.
- New Era Dynasty Hub — neweradynasty-hub.lovable.app: portfolio site including a Labs section (calculator tool, CV/résumé builder).
- 469 Premium Stock Ledger: full-featured stock, sales, specials and staff-management web app built for a live bar/butchery business, with offline PDF/CSV export and mobile-first design.
- Practical cybersecurity lab experience: Kali Linux, Metasploitable 2, DVWA, and other VulnHub environments.

EDUCATION

National Certificate (Vocational), Information Technology & Computer Science, Level 2 (NQF Level 2) — PE TVET College (Russell Road Campus), Jan 2015 – Apr 2016

National Senior Certificate / Grade 12 (NQF Level 4) — Douglas Mbopa High School, Jan 2007 – Nov 2012

REFERENCES

Stephanie Minnie — Sales Manager, Axxess DSL (Pty) Ltd — +27 87 822 1100

Lukhanyo Magaba — Technical Support Manager, Axxess DSL (Pty) Ltd — +27 60 723 5157 / +27 87 822 1100

Gert Strydom — Supervisor / IT Manager, Coalition ICT — +27 11 440 0977