






Sizwe Thabethe


Customer Experience Engineer

Experienced Change Manager and Technical Support Engineer with a demonstrated history of working in the financial, healthcare and insurance service industries, including Standard Bank, Nedbank, and ABSA Bank. Proficient in Microsoft Office, Security Awareness, Data Analytics, Service Level management, Incident management, Change management, and Communication. Proven track record in managing complex projects such as the Cisco SDWAN Migration Project at Standard Bank.

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WORK EXPERIENCE

Change Manager

Global NTT, Johannesburg2024 - 2025

Standard Bank - Cisco SDWAN Migration Project.

- Processed approximately 40 change control requests per day.
- Updating project documentation and Maintaining accurate records.
- Facilitated regular team meetings and stakeholder updates.

Technical Support Engineer

Global NTT, Johannesburg2019 - 2024

Provided onsite and remote support to more than 10 clients in 5 years.

- Nedbank, Afrocentric Technologies, ABSA Bank, Rand Merchant Bank, Telesure, Old Mutual, Mutual and Federal, South African Breweries, Goldman Sachs, Afrox, and Bryte Insurance.

Internship

Global NTT, Johannesburg2017 - 2019

Microsoft Student to Business Programme

- Completed the Microsoft Windows 10 course with a score of 880 of 1000.
- Learnt about the other business functions and helped where necessary.

EDUCATION

Bachelor of Sciences in Information Technology

CTI Education Group2014 - 2016

Programming, Data Analysis, Project Management, Networking Technologies, Human Computer Interactions, Forensics.

Higher Certificate in Information Technology

CTI Education Group2013 - 2013

Software Development, Information Security, Database Systems, Web Development, Business Studies, Computer Sciences.

SKILLS

Microsoft Office

Security Awareness

Programming

Database Management

CERTIFICATES

Cisco Calabrio
NICE CX-One

Verint WFO
NICE Enaaae

IPC Uniqu
Microsoft Windows 10

LANGUAGES

English

IsiZulu

Sesotho

REFERENCES

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