

HLAWULEKANI MALULEKE

IT Systems & M365 Administrator | VoIP & Cloud Infrastructure Specialist

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PROFESSIONAL SUMMARY

IT Systems & Infrastructure Engineer with 10+ years of progressive experience across enterprise networking, VoIP/unified communications, cybersecurity, and Microsoft 365 cloud administration. Career progression: NOC and network operations (VOX Telecom, Cell C) → Cisco unified communications delivery (Grand Communication Networks, Bitco) → senior M365 and systems engineering (Grand Communication Networks) → currently leading the technical department at X-Corp Business Solutions, where I have expanded the platform from telecoms and connectivity into a full-service MSP offering managed Microsoft 365, hybrid identity, endpoint management, and enterprise security. Hands-on experience with firewall engineering (Sophos, Fortigate), SIP/PBX infrastructure (3CX, Asterisk, Teams Voice), PowerShell automation, VMware/Hyper-V virtualisation, and Linux administration (RHEL, CentOS, Ubuntu). Holds active certifications from Microsoft, Sophos, Fortinet, Cisco, MikroTik, and Oracle, and is currently pursuing AZ-104 (Azure Administrator Associate).

CORE COMPETENCIES

- Microsoft 365 Administration ▪ Microsoft Entra ID (Azure AD) ▪ Intune / Endpoint Management
- Exchange Online & Migrations ▪ Hybrid Identity / Azure AD Connect ▪ Conditional Access & MFA / Zero Trust
- VoIP, SIP & Unified Communications ▪ Connectivity & ISP Solutions ▪ Enterprise Network Architecture
- Cisco UC (CUCM, CUBE, Expressway, Jabber) ▪ 3CX & Asterisk PBX ▪ Microsoft Teams Voice
- BGP Routing & WAN Infrastructure ▪ VLAN Design & Network Segmentation ▪ Firewall Engineering (Sophos, Fortigate)
- PowerShell Automation ▪ Windows Server 2012-2022 (AD/DNS/GPO) ▪ Linux (RHEL, CentOS, Ubuntu)
- VMware ESXi & Hyper-V ▪ Azure Backup & Veeam DR ▪ Sophos Central Administration
- PRTG & SolarWinds Monitoring ▪ ITIL Incident, Change & Problem Mgmt ▪ Vendor & SLA Management

WORK EXPERIENCE

X-Corp Business Solutions

Apr 2023 - Present

IT Systems & M365 Administrator | Operations Supervisor

- Joined X-Corp - an established VoIP and connectivity provider - and spearheaded the expansion of its technical department into a full-service MSP, adding managed Microsoft 365, hybrid cloud, enterprise security, endpoint management, and multi-site network services to the existing telecommunications and connectivity platform.
- Administered Microsoft 365 tenant (Exchange Online, Teams, SharePoint Online, Intune, Entra ID) for a 500+ endpoint enterprise - managing user lifecycle, licence assignment, Conditional Access policies, and DLP compliance configurations.
- Architected hybrid identity infrastructure integrating on-premises Active Directory with Microsoft Entra ID via Azure AD Connect - implementing Zero Trust access with Conditional Access and MFA enforcement across the organisation.
- Designed and operated enterprise VoIP and unified communications infrastructure (SIP trunking, 3CX, Asterisk, Microsoft Teams Voice) providing converged communications for 500+ users, alongside managed ISP connectivity solutions for multiple enterprise clients.
- Engineered multi-site network architecture including firewall segmentation, VLAN design, VPN infrastructure, and intrusion prevention (Sophos XGS/XG, Fortigate) - sustaining 99.9% uptime across all managed sites.
- Deployed PRTG and SolarWinds monitoring across server, VoIP, and network infrastructure with custom alert thresholds and automated escalation workflows - reducing unplanned downtime by 32%.
- Restructured vendor SLA frameworks and escalation procedures across 5+ ISP and hardware partners - cutting average incident resolution time by 40% and introducing KPI-based performance reporting.
- Led mentorship programme that upskilled a 6-person team from L1 to L2-L3 capability across M365, Windows Server, VoIP, and networking disciplines.

Grand Communication Networks

Feb 2020 - Mar 2023

M365 & Systems Engineer

- Administered Microsoft 365 environments across multiple enterprise tenants - managing Exchange Online, SharePoint Online, Teams, and Entra ID while maintaining full SLA compliance across concurrent client portfolios.

- Led zero-downtime hybrid Exchange Online mailbox migration for 500+ users - delivering zero data loss with full mail-flow coexistence maintained throughout the transition.
- Deployed Microsoft Intune for device enrolment and compliance policy enforcement across Windows, iOS, and Android - configuring Conditional Access with Entra ID to enforce Zero Trust device compliance.
- Developed PowerShell automation scripts for M365 user provisioning, bulk licence assignment, AD group management, and mailbox configuration - reducing helpdesk ticket volume by 30%.
- Designed Veeam and Azure Backup disaster recovery architecture achieving defined RPO/RTO targets and 100% data retention compliance across multiple enterprise clients.
- Managed virtualised server workloads across VMware ESXi and Hyper-V, supporting Exchange, file servers, and hybrid identity services; upgraded multiple Cisco CUCM clusters and CUBE gateways, reducing voice-related incidents by 25%.

Sandra Taxi App

May 2019 - Jan 2020

IT Systems Engineer

- Redesigned the device activation and onboarding workflow for driver-facing hardware - reducing provisioning time by 50% and enabling faster fleet scaling.
- Managed fleet telemetry systems and analytics dashboards, ensuring accurate real-time data capture across the active driver network and supporting operational decision-making.
- Administered IT infrastructure including network connectivity, endpoint devices, and platform systems required to support day-to-day mobility operations.
- Implemented and managed a device management framework for tablets and mobile units used by drivers - standardising configurations and enforcing update policies across the fleet.
- Delivered targeted technical training programmes for drivers and operations staff - improving device adoption, reducing support requests, and directly contributing to improved driver retention.
- Provided first- and second-line IT support across the business, resolving hardware, software, and connectivity issues to maintain platform uptime.

Bitco (Tier-1 ISP)

Jul 2018 - Apr 2019

NOC Engineer

- Monitored and maintained enterprise VoIP and data network infrastructure for a national Tier-1 ISP client base - achieving 95% SLA compliance through restructured incident escalation procedures.
- Engineered and supported BGP routing configurations, HSRP failover, and VPN tunnel stability for critical enterprise clients - coordinating resolution with upstream providers during high-priority incidents.
- Performed SIP tracing and VoIP fault diagnosis across enterprise voice environments, identifying root causes of call quality degradation, registration failures, and trunk instability.
- Tuned alerting thresholds across network monitoring platforms to reduce false positives on jitter, packet loss, and latency - reducing voice-related outages by 28% and improving NOC response accuracy.

Grand Communication Networks

Jun 2017 - Jun 2018

Unified Communications Engineer

- Deployed and commissioned Cisco Unified Communications Manager (CUCM) clusters across 10+ multi-site enterprise implementations - configuring dial plans, route patterns, translation rules, and call routing policies to meet each client's telephony requirements.
- Configured and supported Cisco Unified Border Element (CUBE) SIP gateways, managing SIP trunk integration between enterprise UC environments and carrier providers.
- Deployed Cisco Expressway Core and Edge for Mobile and Remote Access (MRA), enabling secure off-premises access to Jabber and UC services without VPN dependency.
- Authored detailed post-installation documentation, site configuration guides, and handover packs - adopted as the company-wide standard for UC project delivery.

Cell C

Apr 2016 - May 2017

Senior NOC Engineer

- Managed and resolved 400+ escalated FTTB and FTTH incidents within defined SLA targets, serving as the primary technical escalation point for complex fibre access issues across the NOC.
- Led Root Cause Analysis (RCA) investigations for major fibre network outages - identifying underlying fault patterns and driving corrective actions to prevent recurrence.
- Created and maintained the internal FTTB troubleshooting knowledge base used across the NOC team - standardising diagnostic procedures and reducing average resolution time for common fault types.

- Promoted to Senior NOC Engineer within four months of joining for consistently exceeding performance targets - maintained 96% customer satisfaction rating throughout tenure.

VOX Telecom

Jan 2015 - Mar 2016

Network Operations Engineer

- Monitored voice and data networks 24/7 using IRIS and Zabbix - ensuring continuous visibility across VoIP, MPLS, and broadband infrastructure for enterprise and carrier clients.
- Engineered and refined alert threshold configurations to reduce false positives on jitter, packet loss, and latency metrics - improving NOC signal quality and accelerating genuine fault detection.
- Performed SIP fault diagnosis and resolution across VoIP infrastructure, troubleshooting registration failures, codec mismatches, one-way audio, and trunk connectivity issues.
- Supported Juniper routing environments during MPLS network upgrade projects - assisting with configuration validation, route verification, and post-change testing to ensure service continuity.

EDUCATION & CERTIFICATIONS

Education

Certificate in Communication Networks - Cape Peninsula University of Technology, Cape Town, Nov 2013

Certifications - Active

Microsoft: Azure Fundamentals (AZ-900)

Fortinet: NSE 1 - Getting Started in Cybersecurity 3.0 · NSE 2 - Technical Introduction to Cybersecurity 3.0 · NSE 3 - FortiGate 7.6 Operator Self-Paced

Sophos: Certified Engineer · Sales Consultant · Endpoint Certified Engineer · Endpoint Certified Architect · Endpoint Certified Technician · Firewall Certified Engineer · Firewall Certified Architect · Firewall Certified Technician

Cisco: CCNA - Cisco Certified Network Associate

MikroTik: MTCNA - MikroTik Certified Network Associate

Oracle: Cloud Infrastructure Foundations · Architect Associate · AI Foundations

CompTIA: A+

Google: Google Project Management Certificate

Linux: Introduction to Linux - Linux Foundation

Certifications - In Progress

Microsoft: AZ-104 Azure Administrator Associate