

NKOSINATHI NGCALA

IT SERVICE ENGINEER LEAD

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SUMMARY

IT Service Engineer Lead professional with extensive experience managing service operation and service transition within the Volkswagen Group Africa enterprise IT environment. Established capability in reducing operational risk, driving continuous service improvement and ensuring high-quality stable IT service operation and transition delivery aligned with business goals.

WORK EXPERIENCE

IT Service Engineer Lead: Volkswagen Group Africa

June, 2023 – Present

Led enterprise Incident, Change and Problem Management processes to ensure service stability and operational efficiency.

Managed the creation and maintenance of service-level indicators (SLIs), service-level objectives (SLOs), operational level agreements (OLAs) and service-level agreements (SLAs)

Managed service transition governance to ensure operational readiness, stability and seamless handover of business-critical services.

Led cross-functional teams including infrastructure, applications, security, service desk and vendors during transition phases.

Ensured systems are designed to handle capacity, scaling requirements based on usage trends and optimized performance of systems.

Ensured all transition deliverables including support documentation, knowledge transfer and support models were completed successfully.

Governed change implementation activities to minimize operational risk during production deployments.

Managed post-implementation support and hypercare activities to ensure service stability after go-live.

Conducted risk assessments and mitigation planning for major project releases and infrastructure changes.

Collaborated with project managers, solution architects and business stakeholders to align transition activities with business objectives.

Oversaw and coordinated incident response ensuring fast and effective resolution of critical issues.

Senior IT Systems Integration Specialist: Airports Company SA

June, 2017 – May, 2023

Analyzed requirements and designed integration solutions to enable efficient information and process sharing across disparate systems.

Oversaw the technical aspects of integrations, including the management of airport systems devices, integration stack and various integration flows via Enterprise Service Bus (ESB).

Ensured seamless data flow between airport systems through the Airport Operational Database (AODB).

Tested and troubleshooted integrations to verify their reliability and proper functionality.

Designed, implemented and maintained integration solutions across airport platforms such as ERP, passenger information systems, 2DBC, E-gates and baggage handling.

Collaborated with stakeholders to identify requirements and proposed solutions that enhanced operational efficiency and supported business growth.

Led projects to design and implement integration solutions across multiple IT systems.

WORK EXPERIENCE (CONTINUED)

Enterprise IT Systems Administrator : Airports Company SA

Dec, 2014 – May, 2017

Performed installation and administration of PC and server in a client-server environment.
Developed all policies and procedures for the use and best practices for SCCM.
Lead for backup strategy and key member for PC imaging.
Coordinated maintenance, troubleshooting and repair of print, DHCP, file and active directory.
Worked with staff in the application of OS patches and upgrading of administrative tools and utilities.
Planned and executed environment upgrades (hardware, OS, application).

Internship Systems Analyst : Accenture

Jan 2014 – Dec, 2014

Performed installation and administration of PC and server in a client-server environment.
Developed all policies and procedures for the use and best practices for SCCM.
Lead for backup strategy and key member for PC imaging.
Coordinated maintenance, troubleshooting and repair of print, DHCP, file and active directory.
Worked with staff in the application of OS patches and upgrading of administrative tools and utilities.
Planned and executed environment upgrades (hardware, OS, application).

EDUCATION

National Diploma Information Technology (Business Applications)
Advanced Diploma Technology Management
Executive Certificate In AI, Digital Transformation and Platform Strategy
Executive Certificate Operations Management & Supply Chain
Professional Certificate Information Systems Management
Professional Certificate Artificial Intelligence (AI) & Machine Learning (ML) for Business Leaders
Professional Certificate Digitalization in the 4th Industrial Revolution
Professional Certificate High Impact Leadership
Professional Certificate Innovation Strategy and Leadership

PROJECTS

Established KPIs and dashboards to measure IT service performance and drive iterative improvements.
Introduced observability and AI-driven system health monitoring tool to reduce MTTR (Mean Time to Resolution) reduced production downtime incidents by 60% resulting in measurable savings and improved manufacturing efficiency.
Directed Microsoft Platforms strategic employee productivity project enhancing digital collaboration platforms enabling seamless remote work and improving workforce engagement.
Spearheaded vCPU efficiency project on 500+ servers achieving measurable cost reductions and supporting strategic Profit Improvement Plan (PIP) objectives.
Developed a 2-year IT Operations strategy aligned with business growth and customer experience.
Led the onboarding of Microsoft Power Platform solution to streamline IT equipment provisioning and access management for new employees in close collaboration with HR hiring processes.

REFERENCES

Available on request.