



## Nkululeko Mlangeni

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Company: Action iT (Pty) Ltd

Position: User Experience

Email: [nkululeko@actionit4u.com](mailto:nkululeko@actionit4u.com)

### Professional qualifications & membership:

- Human Resources Management – Capricorn FET College

### Professional background:

- Nkululeko is the User Experience Champion at Action IT and has over 4 years' experience in System Support functionality in terms of the Action Assist System.
- Nkululeko has through his system support function developed his Risk and Performance Management knowledge and skills within the municipal environment (Public Sector).
- Prior to joining Action IT, Nkululeko was a plant operator and scheduler at Arcelor Mittal Newcastle where he supervised a team of workers towards their meeting daily operational targets.

### Subject matter expert:

- Nkululeko has managed the System Help Desk Centre and departmental staff with exceptional skills and has further assisted in performance and risk management consulting projects within the public sector which included predominately municipalities such as:
  - ✓ Ephraim Mogale Local Municipality.
  - ✓ Ingquza Hill Local Municipality.
  - ✓ Mahikeng Local Municipality
  - ✓ Greater Letaba Municipality.
  - ✓ Fetakgomo Tubatse Local Municipality.

### Industry experience:

- Nkululeko has developed and proven his ability across a broad range of skills which has enabled him to successfully deliver a multitude of tasks, these include but not limited to:
  - ✓ Help Desk Management.
  - ✓ System Manual Development and Reviews.
  - ✓ System Testing and Troubleshooting.
  - ✓ Operator Machine Maneuvering and Maintenance.
  - ✓ Scheduling and Coordinating Functions.
  - ✓ General Office Administration.
  - ✓ Video manuals recording and editing.