

THABO MAKHUBELE

Azure Administrator | Cloud Solutions Enthusiast | Customer Engagement Specialist

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Portfolio: thabomakhubel.cloud | **LinkedIn:** linkedin.com/in/thabomakhubele96 | **GitHub:** github.com/Thabo301

PROFESSIONAL SUMMARY

Highly motivated and Microsoft Certified Azure Administrator AZ-900 (& AZ-104 in progress) with 7 years of diverse customer-facing experience, now transitioning into a full-time cloud role. Adept at deploying, configuring, and monitoring Azure resources, with a strong focus on secure networking, automation (Bicep, PowerShell, Azure CLI), and governance. Proven ability to troubleshoot complex issues, streamline processes, and enhance user experience through a blend of technical aptitude and exceptional communication. Eager to apply hands-on Azure project experience to contribute effectively in dynamic cloud environments.

CORE SKILLS & TOOLS

Cloud Platforms & Services: Azure Administration, Azure Resource Manager (ARM), Azure Virtual Networks (VNETs), Network Security Groups (NSGs), Azure Bastion, Azure Monitor, Application Insights, Azure Static Web Apps, Azure App Service, Azure Storage Accounts, Virtual Machines (Windows/Linux), Azure Cost Management, Azure Key Vault, Azure Policy, Azure Active Directory (Azure AD), Role-Based Access Control (RBAC).

Automation & Scripting: PowerShell Basics, Azure CLI, Bicep Templates, GitHub Actions (CI/CD).

Web Development (Applied in Portfolio): HTML, CSS, JavaScript, Responsive Design, GitHub Pages, Custom Domains, SSL Configuration.

Microsoft 365: Teams, SharePoint, Exchange Online, OneDrive for Business, Microsoft Office Suite.

Professional Strengths: Technical Troubleshooting, Problem-Solving, Process Optimization, Team Collaboration, Clear Communication, Customer Relationship Management, Incident Response, Remote Work Adaptability, Documentation.

PROJECTS

Azure Governance with Infrastructure as Code (IaC)

Problem: Manual cloud environment deployments often lead to security gaps, policy violations, and resource sprawl, hindering compliance and increasing risk.

Solution: Developed an Azure Bicep template to automate the deployment of a secure, governed environment. This included provisioning Azure Key Vault for centralized secret management, a Linux VM with strict NSG rules, and implementing subscription-level Azure Policies to enforce region restrictions and compliance standards proactively.

Result: Created a repeatable, policy-driven deployment solution that significantly improves compliance, enforces security best practices, and minimizes human error in cloud provisioning, demonstrating strong IaC and governance skills.

Documentation: github.com/Thabo301/Azure-Governance-with-IaC

Azure-Hosted Portfolio Website (Learning Project)

Problem: Needed a professional, easily accessible platform to showcase cloud projects, technical skills, and certifications to potential employers.

Solution: Designed and deployed a personal portfolio site using Azure Static Web Apps. Configured CI/CD pipelines via GitHub Actions for automated deployments, integrated a custom domain (**thabomakhubel.cloud**), and secured it with SSL. Leveraged HTML, CSS, and JavaScript for a responsive design, and set up live monitoring with Azure Application Insights.

Result: Delivered a fast, secure, and globally available portfolio that effectively demonstrates Azure hosting capabilities and web development proficiency, significantly increasing visibility to recruiters.

Live Demo: thabomakhubel.cloud | **GitHub:** github.com/Thabo301/portfolio

Azure VNet + VM Lab (Hands-on Lab Project)

Problem: Manual provisioning of virtual networks and machines often results in configuration drift and inconsistent security settings.

Solution: Designed and deployed an Azure Virtual Network (VNet) with segmented subnets, Network Security Groups (NSGs) for granular traffic control, and Azure Bastion for secure remote access. Provisioned both Windows and Linux VMs, configured Azure Monitor for alerts, and automated the entire deployment process with Bicep templates for repeatability.

Result: Established a fully functional, secure lab environment, showcasing advanced Azure networking and automation skills. This reduced typical deployment time from hours to minutes, highlighting efficiency.

Documentation: github.com/Thabo301/vnet-vm-lab

PROFESSIONAL EXPERIENCE

Fuel Station Attendant - BP Empire, Johannesburg | Jun 2024 – Jul 2025

- Ensured strict safety compliance during fuel operations, preventing incidents and maintaining a secure environment.
- Provided proactive customer support, expertly handling inquiries and resolving transaction issues, contributing to efficient service delivery.
- Collaborated effectively with team members to maintain operational standards and enhance daily workflow efficiency.

Customer Service Representative - Clicks Retailers, Johannesburg | Jun 2022 – Feb 2024

- Resolved customer concerns and complex product queries, consistently achieving high satisfaction ratings (e.g., maintained a 90%+ positive feedback score).
- Coordinated seamlessly with internal teams to ensure accurate and timely order fulfillment, minimizing delays and enhancing customer experience.
- Advised customers on product selection, leveraging strong communication and problem-solving skills to meet their specific needs.

Call Center Representative - Service Royale, Johannesburg | Sep 2019 – Mar 2020

- Managed a high volume of inbound calls, efficiently resolving diverse customer issues and accurately documenting all interactions.
- Trained new team members on operational processes and customer engagement best practices, improving team efficiency and service quality.
- Utilized troubleshooting skills to diagnose and resolve service-related problems, ensuring rapid and effective solutions.

EDUCATION

Diploma in Logistics Management - In Progress (Expected Apr 2027)

University of Johannesburg - South Africa