

Thandeka Sweetness Buthelezi

I am eager to now embark upon the practical work experience and challenges that the ICT industry has to offer.

EXPERIENCE

IT Network Support Nov 2019 – Oct 2021

eThekwini Water and Sanitation

- Provide first-line investigation.
- Install and configure switches and routers. Troubleshoot and repair when problems arise.
- Maintain and support the communications network server software and hardware
- Perform backups of communications equipment, servers and communications hardware.
- Email Configuration on outlook
- Communication with users – keeping them informed of incident progress, notifying them of impending changes or agreed outage
- Document issue resolution
- Maintained excellent communication with all staff members
- Work with outside vendors as required

Sales Agent Nov 2018 – Jan 2019

Ignition Contact Centre

- Selling Vodacom VC Flex Package with VAS and Wireless data

Customer Service Agent Jan – Aug 2017

Contact Centre International (CCI)

- Contact customers telephonically, returning calls relating to complex billing enquiries.
- Capture customers personal details on the system.
- Provide advice as per schedule relating to account status and providing relevant support need.

IT Support (WIL) Jan 2016 – Dec 2016

eThekwini Water and Sanitation

- Provide first-line support for servers and network. More difficult issues escalate to the experience level
- Setup, maintain and troubleshoot desktop and laptops
- Install and configure software (Windows & Microsoft)
- Install, configure, monitor, and manage basic network infrastructure
- Maintain and troubleshoot network
- Document issue resolution
- Maintained excellent communication with all staff members
- Work with outside vendors as required

Contact Information

Email

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Address

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Phone

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+27 833408718

Date of birth

1994-09-14

Nationality

South African

Languages

English – Good
isiZulu – Good

Drivers Licence

Code 10

Skills

- Microsoft Office Package
- Software Installation and Monitoring
- Computer Hardware
- Technical Support
- Maintain and troubleshoot network
- End User Support
- Good communication skills
- Installing, configuration and supporting network equipment - Cisco and Huawei switch
- Basic SCCM Concepts

EDUCATION

Richfield Graduate Institution of Technology [Completed 2017]

- Attached Certification.

Damelin College [Completed 2016]

- Attached National Diploma.

Mandini Academy [Completed 2012]

- Attached Grade 12 Certificate.

REFERENCES

Avinash Ramlahl: Cell +27723878498

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DECLARATION:

I, Thandeka Sweetness Buthelezi declare that all the information provided is true and correct.