Khensani Mitombeni

Curriculum Vitae (CV)

What job i'm looking for? My positive points

• Carry out daily system checks

• · Logging and managing calls on ticketing system

• · To provide 1st line technical support; Answering support queries via phone

• · Taking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues

• · To maintain a high degree of customer service for all support queries and adhere to all service management principles

• · To take ownership of user problems and be pro-active when dealing with user issues

• · Troubleshooting system and network problems and diagnosing and resolving hardware or software issues

• · Setting up new user accounts and profiles and dealing with password issues

• · To escalate more complex calls to a more senior IT Support member

• · Maintain a log of any software or hardware problems detected

• · Support users in the use of computer equipment by providing necessary training and advice

• · Installing and configuring computer hardware, operating systems and applications

• · Monitoring and maintaining computer systems and networks

• · Assist with in-house system backups

Preferred occupation	Computer technician IT, computing jobs
	Computer technicians IT, computing jobs
Preferred work location	Pretoria / Tshwane Gauteng

Contacts and general information about me

Day of birth	1982-04-01 (43 years old)
Gender	Female
Residential location	Pretoria / Tshwane Gauteng
Telephone number	*Information is available only for registered users.* Sign in

Email address	*Information is available only for registered users.*

Additional information

Salary you wish	25 000 R per month
How much do you earn now	20 000 R per month