



Ali Mabrook

Curriculum Vitae (CV)

What job i'm looking for? My positive points

position."

Preferred occupation **Jobs abroad** Well, in the first my experiences come up with " sales and marketing" and " agent services"...

Preferred work location **Reitz**
Free State

in college :-

Position Name: MIS Software **Other North West**
North West

- Provide end-user support services (helpdesk) for desktop systems at HQ.

Contacts and general information about me

Perform the initial assessment, identifying the problem and attempting to resolve problem tickets.

Day of birth **1992-10-03 (33 years old)**
Use tool to track all user requests, incidents and problems, and manage request lifecycle,

Gender **Male**
Including status, progress, closure and verification with end-user.

Residential location **Queenstown**
Eastern Cape
• Ensure end-user requests are closed satisfactory within agreed KPIs.

Telephone number *Information is available only for registered users.*

About me : [Sign in](#)

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

[Sign in](#)

"I have strong communication skills."

Work experience

Working period **nuo 2013.01 iki 2014.10**

Company name **Supermarket**
I wanted experience helping people with computer related problems, so I approached the

information technology director and **Cashiers**
asked her if she'd teach me to work on the help desk in

exchange for my time and efforts. Employee

What you did at this job position? count the money carefully and delivery to concerns

"I'm good at managing my time."

Working period **nuo 2010.09 iki 2011.07**
I have excellent leadership qualities.

Company name **Shadow Restaurant**
I work well with others.

You were working at: **Managers**

Occupation **Managers all Employee and agent for customer**
Because I need a job. I am a hard worker. I saw your ad and could do the job , Because I have

What you did at this job position? observe and mange all Employee

three years experience working with customers in a very similar environment.

Because I have what it takes to fill the requirements of this job - solve customer problems using my **Education**

Excellent customer service skills." **nuo 2016.11 iki 2016.12**

"Because I have the experience and expertise in the area of customer support that is required in Degree **Diploma**

Educational institution **University of the Cordilleras | Baguio City, Philippine**

Educational qualification **Bachelor of Science in Information Technology 2013-2016**

I could work **MIS Software**

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	good	good

Computer knowledge

- A good working knowledge of all levels of helpdesk support.
- Experience of setting up and maintaining hardware and software systems.
- Ability to work shifts and weekends - occasional overtime / overnight.
- Having the ability to listen to, understand and defuse difficult situations.
- Experience of working with SAP system & multi-line help desk systems.
- Knowledge of all Microsoft office applications and operating systems.
- Experience of MAC system and applications

Conferences, seminars

google seminars . 2016 December in first of week, for ITBS

Additional information

Your hobbies	sports and Reading and booking
Driver licenses	B Light Vehicle ≤ 3,500kg
Driver license from	2015-01-00 (11 years)
Salary you wish	6000\$ R per month
How much do you earn now	5500 R per month