



Mpho Mudzusi

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am one of a kind! I have unique thinking skills and am able to think out of the box. I love working with people and fit in wherever I go. I have the ability to make friends and ease into any job position I find myself in. I am a fast learner and am able to complete tasks effectively and efficiently. When I see an opportunity to grow, I eagerly seize it with both hands. I believe that I am and will be a valuable contribution to any company, because I do not give up!

Preferred occupation	IT support Technician IT, computing jobs
	IT Consultant IT, computing jobs
	Desktop Support Technician IT, computing jobs
Preferred work location	Johannesburg Gauteng

Contacts and general information about me

Gender	Male
Residential location	Johannesburg Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period	nuo 2016.06 iki dabar
Company name	LM Mantsha Attorneys
Occupation	IT Support Technician
What you did at this job position?	Provide General IT support and maintenance to all users; Troubleshooting and resolving user related IT issues; This includes installing, diagnosing, repairing, maintaining and upgrading all end user hardware and software; Troubleshooting TCP/IP networks, adsl, routers, email, printing issues, antivirus and other peripherals; Assisting with PC / Connectivity setup for new employees (office and contract based); Install application programs requested by the user; Assists with the moving of computer equipment.

Working period **nuo 2012.10 iki 2014.03**

Company name Dimension Data

Occupation IT Consultant

What you did at this job position? Liaise with all IT Technician and users on issues related to the project; Advising IT Technician on how to use information technology in order to meet their business objectives or overcome problems; Improve the structure and efficiency of IT systems; Maintaining registers of equipment and users; Managing Technical issue register; Ensures that the Daily and Weekly IT checklist is done according to responsibilities; Carry out work of migration using SCCM and Altiris Deployment Server; Install, configure and upgrade MS Windows 7 (OS) and MS Office 2010; Install and upgrade Anti-Virus and ensuring that the Anti-Virus is up to date to all users; Install or Deploy application programs requested by the user; Install and configure Check Point VPN-1 Secure Client and Citrix CAG/receiver; Creating new user accounts and mailboxes on Exchange and Active Directory; Troubleshooting TCP/IP networks, Wi-Fi, email, 3G card, telephone, fax, printing issues, antivirus and other peripherals; Provide post migration support and walk-floor to all Windows 7 Migration users; Provide remote and telephonic assistance; Respond to and diagnose a wide range of more complex problems through discussions with users; Ensures that user's computer related problems are dealt with as quickly and effectively as possible; Follow up with users; Escalate difficult problems to higher level of support.

Working period **nuo 2011.11 iki 2012.03**

Company name Standard Bank

Occupation Desktop Support Technician

What you did at this job position? Set-up user's with a new Laptop; Back-up and restore user's data, using DAD tool crossover cable; Creating new user accounts and mailboxes on Exchange and Active Directory; Install and configure various Applications: SAP; putty; IBM 3270; Home Loan OS2; Remedy; OCS; Workflow; Altiris client service and Right fax; Installing, configuring and connecting 3G Card and Check Point VPN-1 Secure Client; Set-up and provide support on Local and WI-FI Network; Configuring Microsoft Outlook 2007/2010 and mapping user's personal folders; Mapping network share drives and printers; Escalating problems to higher tier technicians where applicable.

Working period	nuo 2008.09 iki 2010.03
Company name	Department of Finance
Occupation	Desktop Support Technician
What you did at this job position?	Manage user's calls using CA Unicenter IT Service Management; Creating new user accounts and mailboxes on Exchange and Active Directory; Respond to users calls, diagnose, solve, document, and report a wide range of problems; Installing, configuring and repairing of Microsoft windows operating systems and Microsoft office and as well as installing relevant hardware drivers; Installing and configuring the following application: Citrix Metaframe; BAS; PERSAL; SAP; Docktrack; Teammate and Right fax; Installing, configuring and connecting 3G Card and Virtual private network; Configuring, connecting and repairing local and WI-FI network; Configuring and repairing Microsoft Outlook 2003/2007 and mapping user's personal folders; Installing and updating Symantec end point version 11 Antivirus software; Mapping network share drives and printers; Assists with the moving of computer equipment.

Education

Educational period	nuo 2009.01 iki 2010.11
Degree	Certificate
Educational institution	Promentric Testing Center
Educational qualification	Microsoft Certified System Administrator
I could work	As Desktop Support Techncian
Educational period	nuo 2007.02 iki 2008.12
Degree	Certificate
Educational institution	Boston Technology Campus
Educational qualification	System Development NQF Level 5
I could work	Application Support
Educational period	nuo 2014.09 iki 2014.12
Degree	Certificate
Educational institution	Central Johannesburg College
Educational qualification	International Computer Driving Licence
I could work	End user support

Languages

Language	Speaking level	Understanding level	Writing level
Tshivenda	very good	very good	very good
English	very good	very good	very good
isiZulu	good	good	fluent
Sesotho	good	good	fluent

Computer knowledge

Microsoft Windows Operating System

Microsoft Office

Citrix Metaframe

Citrix Gateway

Virtual Private Network

Banking Application

SAP

Local Area Network

WI-FI

Server

Printers

Active Directory

Microsoft Lync

Microsoft Communicator

Installation and configuration

Recommendations

Contact person	Luambo Phalandwa
Occupation	Desktop Technician
Company	Department of Finance
Telephone number	0782822428
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Contact person	Tshilidzi Phaswa
Occupation	Desktop Technician
Company	Department of Transport
Telephone number	0737627780
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Contact person	Calvin Mdluli
Occupation	IT Support Technician
Company	TCM
Telephone number	0839578255
Email address	calvin.mdluli@standardbank.co.za

Additional information

Your hobbies	Watching News and Documentary Playing Soccer
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Driver licenses	B Light Vehicle ≤ 3,500kg
Driver license from	2013-06-00 (12 years)
Salary you wish	R8000 R per month
How much do you earn now	R7000 R per month