Percy Tladi

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Company Position Duration

MOKOBI TECHNOLOGIES AND SERVICES

Help Desk Support

Feb 2005 – Mar 2018

My Skills

Expert / Specialist

• *

• advise user on appropriate action *

• diagnose and resolve technical hardware and software issues *

• follow standard help desk procedures *

• inform management of recurring problems *

• prepare activity reports *

• research questions using available information resources *

• stay current with system information

• via phone

• administer help desk software *

• changes and updates

• electronically *

• identify and escalate situations requiring urgent attention *

• log all help desk interactions *

• redirect problems to correct resource *

• respond to requests for technical assistance in person

• track and route problems and requests and document resolutions *

Advanced

• centralized and distributive network connection Installing

• Managing and Maintaining Networking Equipment. Network processing

• PC's

• Routers and Switches. Configuring

• configuring and administering network technologies Installed and configured workstations for

IP/IPX based LAN Installed and configured DHCP Client/Server Implemented HP-Open view for

network management Backup Management

• Managing and Maintaining the Servers

• Reporting and Recovery Disaster Recovery

Solid

• critical thinking

• Strong verbal and personal communication skills. Accuracy and Attention to details. Problem analysis

• organizing and planning. Tolerant and flexible to different situations. Organizational skills and customer service orientation Initiator

• use of judgment and ability to solve problems efficiently. Decision making

My Employment

Help Desk Support at MOKOBI TECHNOLOGIES AND SERVICES
Feb 2005 – Mar 2018
Contract Intermediate position in Gauteng, Pretoria Region

offer support to users who are experiencing problems with their computers or provided in person, over the phone or online, addressing issues ranging from network systems to individual desktop computers.
Computer software, hardware companies, assisting customers with products. More generally, include troubleshooting to detect and solve technical problems, installing or updating required hardware and software and recommending computer products or equipment to improve company productivity.
Installers and repairers. Specialize in splicing and terminating fiber optic cables to expand telecommunications networks into new areas or to replace existing lines, also troubleshoot and perform maintenance to resolve signal problems

Reason for leaving: contract ended

My Education

Certificate in CERTIFICATE – SISCO ACADEMY.
Feb 2018

- currently studying SISCO

Diploma in Information Technology In Networking and I nternet – college campus.

Nov 2004

- Operating System (A+) FIRST YEAR

- Networking (N+)

- Introduction to Pc

- Introduction to Internet

- Components of Computer

- Assembling of a Computer

- Upgrading/Installing of components

- Basic safety

- BIOS

- Troubleshooting

- Information System Management

- Business Communication

- Business Management

- 2.SECOND YEAR

- Internet Fundamentals

- Intraweb Development

- Website Development

- Website Design

- Novella

- Linux

- TCP/IP PROJECT MANAGEMENT

- Role and Responsibilities

- Project Timeline

- Project Structure and Goals

- Project Plan and Budget

- Project Conflict Handling

- Project Vendor Management

- Project Completion 3.THIRD YEAR

- M.C.S.E (Microsoft System Engineering)

- Database Administrator

- S.Q.L (Structure Query Level)

- SEVER 2003

- Administrator

- Client Network Operating System

- Migrating Network Operating System

- Data Transfer Operating System

- Electronic Mail System

- Design Network Infrastructure

- Network Security Implementation

- Configuring Network Access

- Network Active Directory

- Configuring IP address and Services After completing my Diploma I started with my Learner Ship

and Intern Ship (SITA)

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Preferred occupation	Network administrators
	IT, computing jobs
Preferred work location	East Rand
	Gauteng

Contacts and general information about me

Day of birth	1981-09-18 (42 years old)
Percy Tladi's Profile	
Gender	Male
tladi.percy6@gmail.com	
Residential location	Johannesburg
+27 79 220 8658	Gauteng
Telephone number	Information is available only for registered users.
About Me	Sign in
Email address	Information is available only for registered users.
	Sign in
Gauteng, Pretoria Region, Pretoria,	Pretoria North

Additional information

English	
Salary you wish	15.000 R per month
How much do you earn now	13.800 R per month
36yo Black Male with no disability	

South Africa Citizen, ID 8109186160082

EB - Articulated Light Vehicles up to 3,500kg

My Career Status

Current / Most Current

Help Desk Support with More than 10 years' experience

Highest Qualification: Diploma

R180,001 - R240,000 pa