

# MOTHEWANA ZACHARIA

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Contact: 0714519764

Location: Johannesburg Hillbrow

Claim streets and pounel 2001

## **PROFESSIONAL PROFILE**

I'm excellent in research, time management and problem-solving skills, highly organized with the ability to manage multiple projects and consistently meet deadlines. Good in communication and interpersonal skills, I pay attention to details, and priorities may ask accordingly.

## **OBJECTIVE**

It will be my pleasure to secure a challenging new role where skills, knowledge and previous experience from below listed role can be applied.

## **WORK EXPERIENCE**

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Year : July 2024 – June 2025 Yes candidate  
Company Name : Telesure Investment Holdings [ A&G]  
Position : IT Desktop Support Engineer

### **Duties and Responsibilities**

Use of helpdesk system

Strong communication and customer service skills.

User support.

Train or assist end-users on new software configuration.

Basic networking knowledge (TCP/IP, DNS, DHCP, VPN).

Strong grasp of Windows OS, Office 365/Microsoft 365, Active Directory

Hardware Troubleshooting and Upgrade

Laptop setup.

Hardware troubleshooting and deployment laptops, desktops, printers, mobile

Remote Support

Assist with basic network troubleshooting, including troubleshooting network connectivity issues

Ensure compliance with IT policies and security standards.

Connecting Network Devices

Install, configure, and deploy software.

Respond to, troubleshoot, and resolve IT support tickets within agreed timeline.

## **EDUCATION**

Name of School : Dimani Agricultural High School  
Highest Grade Passed : Grade 11  
Year Obtained : 2018

## **QUALIFICATION**

Name of Institution : CTU Training Solution  
Course : IT Database Administration NQF Level 6  
Year Obtained : 2024  
Name of Institution : Advance Technology Training Institute [ATTI]  
Course : National Certificate: IT System Support NQF 5  
Year Obtained : 2022

## **QUALIFICATION**

Name of Institution : ICOLLEGE  
Course : FETC: IT Technical Support NQF Level 4  
Year Obtained : 2020  
Name of Institution : Kondi Computer Training College  
Course : IT End User Computing NQF Level 3  
Year Obtained : 2019  
Driving licence : code c1

## **REFERENCE**

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Contact Person : Bongani Khweza  
Position : Manager  
Company Name : Telesure Investment Holdings  
Contact : 0793809080