



Immaculate Nosipho Thwala

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Objective

Detail-oriented and proactive IT Technical Support Agent with 1 year of hands-on experience in troubleshooting and resolving hardware and software issues for customers . Adept at providing technical assistance via phone, email, and remote tools, ensuring prompt resolution of technical problems while maintaining high levels of customer satisfaction. Strong ability to adapt quickly to new technologies, prioritise tasks, and work collaboratively to ensure seamless service delivery. Eager to leverage my skills and experience in providing excellent IT support and continuous learning in a dynamic technical environment.

Experience

- **Khano HR Solutions** 15 March 2023 - 29 February 2023
Admin Assistant
 - Provided administrative support to the HR department by scheduling interviews, preparing offer letters, and assisting with the onboarding process for new employees.
 - Maintained and updated employee records in the HRIS system, ensuring accuracy and compliance with company policies and legal requirements.
 - Assisted in payroll processing by collecting timesheets, verifying hours worked, and supporting payroll inquiries.
 - Supported recruitment efforts by posting job openings, screening resumes, scheduling interviews, and communicating with candidates.
- **Startek** March 2021 - June 2021
Technical Support Agent
 - Provide exceptional technical support to customers by troubleshooting software and hardware issues via phone, email, and live chat.
 - Diagnose and resolve technical problems efficiently, ensuring minimal downtime and maximum customer satisfaction.
 - Maintain accurate logs of customer interactions, problems, and solutions in CRM or help desk systems.
 - Assist customers with the installation, configuration, and setup of software and hardware products.
 - Develop and maintain user guides, troubleshooting manuals, and FAQ documents to empower users with self-service solutions.
 - Utilize remote access tools to diagnose and resolve customer issues directly on their devices or systems.
 - Identify and escalate unresolved or complex issues to higher-tier technical teams or specialists for further assistance.
 - Prioritize multiple customer requests effectively to meet service level agreements (SLAs) and maintain response times.
- **IStore** January 2019 - July 2020
IT Technical Support Consultant
 - Provided expert support to clients for IT systems, resolving hardware, software, and network issues across diverse platforms.
 - Provide first-line and second-line technical support to clients via phone, email, and remote

assistance.

- Perform regular system maintenance tasks, including updates, patches, and troubleshooting to ensure software and hardware are operating optimally.
- Managed service requests and incidents, logging issues, coordinating resolutions, and ensuring timely follow-ups.
- Documented incident resolutions, including root cause analysis and recommendations for future prevention
- Provide training and support to clients on the usage of IT systems, software, and tools.
- Maintain accurate and detailed records of technical issues, resolutions, and system configurations.

Education

- **Khano Training Institute** 2024-2025
Business Analysis Support
NQF Level 6
- **Khano Training Institute** 2023 -2024
Database Development
NQF Level 6
- **Khano Training Institute** 2021
Business Analysis Support
NQF Level 5
- **CTU Training Solutions** 2019
IT Technical Support
NQF LEVEL 4
- **Cosmo City Secondary School** 2013
Matric
NQF Level 4

Skills

- Communication & Correspondence
- Troubleshooting & Problem Resolution
- System & Data Backup/Restoration
- Operating Systems & Software Support
- Remote Support Tools
- Adaptability & Continuous Learning
- Remote Support
- Ticketing Systems
- Active Directory

Reference

- **Blessed Madubeko - "Khano HR Solutions "**
Facilitator
training@khano.co.za
063 307 9850
- **Nomfundo Mswane - "IStore"**
Assistant Manager
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- **Mpho Ditsoabare - "Startek"**
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