



# Khensani Mitombeni

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

- Carry out daily system checks
- Logging and managing calls on ticketing system
- To provide 1st line technical support; Answering support queries via phone
- Taking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- To maintain a high degree of customer service for all support queries and adhere to all service management principles
- To take ownership of user problems and be pro-active when dealing with user issues
- Troubleshooting system and network problems and diagnosing and resolving hardware or software issues
- Setting up new user accounts and profiles and dealing with password issues
- To escalate more complex calls to a more senior IT Support member
- Maintain a log of any software or hardware problems detected
- Support users in the use of computer equipment by providing necessary training and advice
- Installing and configuring computer hardware, operating systems and applications
- Monitoring and maintaining computer systems and networks
- Assist with in-house system backups

Preferred occupation	Computer technician IT, computing jobs
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Preferred work location	Pretoria / Tshwane Gauteng

## Contacts and general information about me

Day of birth	1982-04-01 (42 years old)
Gender	Female
Residential location	Pretoria / Tshwane Gauteng
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

Email address

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**Additional information**

Salary you wish 25 000 R per month

How much do you earn now 20 000 R per month